

IWRM Issue 1 - Water Supply Management (34 indicators)			
Indicator Types	Indicators	Progress	Description
Outcome Indicators	1. Percentage of population having access to piped drinking water	91%	-Local 65% -PWA 16% -MWA 10%
	2. Percentage of water delivered to customer meeting WHO guidelines for drinking water quality	-Physical quality 99.95% -Chemical quality 98.05% -Bacteriological quality 100%	
	3. Average hour of water supplied/day	24 hr/day	
	4. Per capita domestic water consumption	849 l/c/day	Only PWA.
	5. Percentage of water supply metered	35.16%	Only PWA area
	6. Percentage of UFW/NRW	About 29%	Distribution Loss
EE Indicators	1. Any "Policy" on water supply management	Yes	To efficiently improve the expansion of the water system project covering all provincial areas as well as the acquisition and development of adequate raw water sources and production cost management.
	2. Any "Legislation/Regulations" on water supply distribution management	Yes	PWA Act and PWA Rules
	3. Any "Legislation/Regulations" on water supply quality management	Yes	In 2014, PWA was a critical policy to improve the quality of the water supply at the international level mainly focusing on the clean water supply management with the World Health Organization (WHO)'s score of quality management for the safe water supply.
	4. Any "Legislation/Regulations" on water conservation management	No	Stage 4
	5. Any "Financial framework and Financing plans" for development of water supply	Yes	PWA are setting budgets for action in advance about the construction and extend water pipes to improve the water supply system.

	6. Any "Operator business plan" (Annual Budget, Manpower resource plan, etc.)	Yes	PWA are preparing a plan prior fiscal year in accordance with the strategic plan.
IS Indicators	1. Any water supply planning and policy department	Yes	Corporate Strategy Department
	2. Any water supply quality office, water testing lab, water sampling team	Yes	In head quarter and 10 Regional Offices
	3. Any water supply operation centre	Yes	234 branches
	4. Any water conservation unit	No	Stage 3
	5. Any water meter management unit	Yes	Water Meter Repair Division
	6. Any customer account/meter reading/billing unit	Yes	234 branches
	7. Any water meter workshop	Yes	Water Meter Repair Division
	8. Any water leak detection unit	Yes	Regional Office 1-10
	9. Any 24-hr water supply call centre	Yes	234 branches
	10. Any water supply network maintenance unit	Yes	Regional Office 1-10
	11. Any water supply meter management unit	Yes	Distribution System Division at Regional Office 1-10
	12. Any water supply EMI unit	Yes	234 branches
MT Indicators	1. Any short and long term water demand projection and infrastructure development plan	Yes	Project Planning Department
	2. Any water safety plan – e.g. water sampling programme, water testing lab, real time monitoring of water quality at water treatment plants and service reservoirs	Yes	Headquarter and Lab Cluster
	3. Any water supply pressure monitoring system – e.g. pressure sensor/ monitoring in network, flow and level monitoring at service reservoirs, waterworks outputs	Yes	Branch/ Outsourcing operations
	4. Any water conservation plan – e.g. water saving measures, public education programme	Yes	Water Saving Project
	5. Any water supply meter installation plan – e.g. all new premises must be metered	Yes	Water Saving Project
	6. Any monitoring of water treatment plant output meters – e.g. all are metered and the meters are checked periodically	Yes	
	7. Any water meter management system – e.g. comply with ISO/EU standard, error check system, meter replacement programme, meter repair and testing facilities	No	PWA Meter
	8. Any water supply network record /mapping system, network asset management and pipeline replacement/ renewal programme	Yes	Geographic Information System Division

	9. Any water supply leak detection programme	Yes	234 branches/ Outsourcing operations
	10. Any 24-hour Call Centre and Operation Centre for feedback on leak and deployment of crew for repair	Yes	234 branches and Headquarter