



नेपाल खानेपानी संस्थान

37th Anniversary Annual Report

15th Falgun 2082 (27th Feb 2026)

**Nepal Water Supply Corporation
(NWSC)**

प्रधान कार्यालय: त्रिपुरेश्वर, काठमाण्डौ, फोन: ९७७-१-४११७३३१

Website: www.nwsc.gov.np

BOARD OF DIRECTORS



Dr. Dhundi Raj Bhattra
(Chairman)



Mr. Rajesh Man Singh
(Member)



Mr. Rudra Prasad Pandit
(Member)



Dr. Saroj Sharma
(Member)



Dr. Shanti Kala Subedi
(Member)



Ms. Salma Khatun
(Member)



Ms. Madhu Maya
(Member)



Mr. Mukesh kumar Diwedi
(Member)



Er. Arjun Babu Dhakal
(Member Secretary)

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मा. डा. मदन प्रसाद परियार

मन्त्री

खानेपानी मन्त्रालय

सिंहदरबार, काठमाण्डौ, नेपाल

नेपाल सरकार
Government of Nepal

Hon'ble Dr. Madan Prasad Pariyar

Minister

Ministry of Water Supply
Singhdurbar, Kathmandu, Nepal

प.सं.

च.नं.

शुभकामना

नेपाल खानेपानी संस्थान आफ्नो स्थापनाको ३६ औं वसन्त पार गरी ३७ औं वर्षमा प्रवेश गरेको पावन अवसरमा संस्थानको सञ्चालक समिति, व्यवस्थापन पक्ष तथा सम्पूर्ण कर्मचारीहरू, उपभोक्ता वर्ग एवं सम्बद्ध सबैमा हार्दिक बधाई तथा शुभकामना व्यक्त गर्दछु ।



नेपाल सरकारको एक घर एक धारा नीतिलाई सफलतापूर्वक कार्यान्वयन गर्न संस्थानले आफ्नो तर्फबाट प्रत्यक्ष योगदान पुर्याएको छ । साथै आफ्नो कार्यक्षेत्र भित्र भएका नगरपालिकाका सम्पूर्ण बासिन्दालाई स्वच्छ, सुलभ तरिकाले खानेपानी वितरण गर्ने लक्ष्य बमोजिम नयाँ नगरपालिकाहरूका खानेपानी प्रणाली संस्थानको कार्यक्षेत्र भित्र ल्याउने प्रयास गरिरहेको हुँदा संस्थानलाई सबल, सक्षम एवं संस्थानबाट प्रवाह हुने सेवालाई प्रभावकारी बनाउन नेपाल सरकारको तर्फबाट गरिने सहयोगमा खानेपानी मन्त्रालयले निरन्तर सहयोग गरि रहने विश्वास दिलाउन चाहन्छु ।

साथै, देशको प्रमुख २३ शहरहरूमा आफ्नो सेवा प्रदान गर्दै आएको संस्थानलाई आफ्नो उद्देश्य प्राप्तिसमा आगामी दिनहरूमा अझ बढी सफलताको लागि शुभकामना व्यक्त गर्दछु ।

डा. मदन प्रसाद परियार

मन्त्री

खानेपानी मन्त्रालय

मा. डा. मदन प्रसाद परियार
मन्त्री





पत्र संख्या :-

चलानी नं. :-

नेपाल सरकार

खानेपानी मन्त्रालय



फोन नं.: ४२११४३३

फ्याक्स: ९७७-१-४२११६९३

सिंहदरबार,

काठमाडौं, नेपाल ।



शुभ-कामना

नेपाल खानेपानी संस्थानले आफ्नो स्थापनाकालको ३६ औं वसन्त पार गरी ३७ औं वसन्तमा प्रवेश गरेको सुखद अवसरमा यस संस्थानको उत्तरोत्तर प्रगतिको कामना गर्दै संस्थान संचालक समिति, व्यवस्थापन, सम्पूर्ण कर्मचारीहरु, उपभोक्ता वर्ग लगायत सम्बद्ध सबैमा हार्दिक बधाई तथा शुभकामना व्यक्त गर्दछु।

नेपाल खानेपानी संस्थान ऐन, २०४६ बमोजिम स्थापित यस संस्थानले स्थापना देखि निरन्तर रूपमा सुरक्षित र गुणस्तरीय खानेपानी सेवा प्रदान गर्दै आएको छ। काठमाडौं उपत्यका बाहिरका २३ वटा प्रमुख शहरहरुमा आफ्नो न्यून जनशक्तिबाट करिब १ लाख ६३ हजार भन्दा बढी घरधुरीमा धारा उपलब्ध गराई सेवा दिईरहेको छ। संविधान प्रदत्त नागरिकको मौलिक हकको रूपमा रहेको खानेपानी र सरसफाइको सेवा उपलब्ध गराउन संस्थानको भूमिका उल्लेखनीय रहेको छ।

खानेपानी तथा सरसफाई ऐन, २०७९ बमोजिम संस्थानले सेवा सञ्चालनमा न्यायोचित तथा गुणस्तरीय पानी वितरण र निगरानीको प्रभावकारी प्रणालीलाई सुनिश्चित गरेको छ। आगामी दिनहरुमा नेपाल खानेपानी संस्थान अझ बढी व्यवसायिक हुँदै चुस्त र प्रभावकारी सेवा प्रवाहमा समर्पित रहनेमा मेरो विश्वास छ। नेपाल सरकारको ऋण लगानीमा संचालित यस संस्थानले आगामी दिनहरुमा Non-revenue water (NRW) घटाउँदै साँवा व्याज भुक्तानी गर्न सक्षम बन्दै जानेछ भन्ने मैले विश्वास लिएको छु।

संस्थानले आफ्नो सेवा दिईरहेका नगरहरुमा पनि आंशिक क्षेत्रहरुमा मात्र सेवा प्रदान गरिरहेकोमा नेपाल सरकारको “एक घर एक धारा” नीति सफलतापूर्वक कार्यान्वयन गर्दै, संस्थानले नगरपालिकाका सम्पूर्ण बासिन्दालाई स्वच्छ र सुलभ खानेपानी सेवा प्रदान गर्न सफल हुनेछ भन्ने विश्वास छ। नयाँ नगरपालिकाहरुमा पनि खानेपानी प्रणालीको विस्तारको लागि यस संस्थानले उल्लेखनीय प्रयास गरिरहेको छ। यस कार्यमा खानेपानी मन्त्रालयले निरन्तर सहयोग गर्ने विश्वास दिलाउन चाहन्छु।

नेपाल खानेपानी संस्थानले आगामी दिनहरुमा क्षमताको विकास, नविन प्रविधिहरुको प्रयोग गरी नवप्रवर्द्धनात्मक र जिम्मेवार तरिकाले आफूलाई खानेपानीको क्षेत्रको नमुना संस्थाको रूपमा स्थापित गर्न सफल हुनेछ भन्ने अपेक्षा गर्दै संस्थानको ३७ औं वार्षिक उत्सवको पावन अवसरमा पुनः सम्बद्ध सबैमा हार्दिक शुभकामना व्यक्त गर्दछु।

मिति: २०८२।११।१५

(विश्वबाबु पुडासैनी)
सचिव



Message from the Chairman



नेपाल खानेपानी संस्थान



शुभकामना



नेपाल खानेपानी संस्थानको ३७ औं स्थापना दिवसको पावन अवसरमा नेपाल खानेपानी संस्थानका सम्पूर्ण उपभोक्ता, नेपाल सरकार, खानेपानी मन्त्रालय, नेपाल खानेपानी संस्थानका सम्पूर्ण कर्मचारी, संस्थानका पूर्व पदाधिकारीज्यूहरु तथा कर्मचारीहरुमा नेपाल खानेपानी संस्थानको अध्यक्ष र संचालक समितिको तर्फबाट हार्दिक बधाई तथा शुभकामना व्यक्त गर्न चाहन्छु।

नेपाल खानेपानी संस्थानले विशेषगरी देशका विभिन्न २३ वटा शहरी क्षेत्रहरुमा सफा र स्वच्छ खानेपानी निरन्तर रुपमा उपलब्ध गराउँदै आइरहेको कुरा यहाँहरुलाई विदितै छ। नेपाल खानेपानी संस्थानले दिगो विकासको लक्ष्य अनुरूप सन् २०३० सम्ममा सबैलाई स्वच्छ पिउने पानी उपलब्ध गराउने हेतुले कार्य गर्दै आइरहेको छ। यही लक्ष्य साकार पार्नका निम्ति संस्थानले निकट भविष्यमा थप दक्ष जनशक्ति, कार्य दक्षता र कार्यक्षमता अभिवृद्धि गरी "एक घर, एक धारा" उद्देश्य अनुरूप देशका अन्य भागहरुमा पनि सेवा विस्तार गर्दै लैजाने लक्ष्य राखेको कुरा पनि म यहाँहरु सबैलाई जानकारी गराउन चाहन्छु।

विकास गतिशील प्रक्रिया हो। विकासका निम्ति दृष्टिकोण, उद्देश्य र लक्ष्य (Vision, Mission, Goal) उत्तिकै आवश्यक छ। विकासका लक्ष्य हासिल गर्नका निम्ति सहकार्य (Team Work) अत्यन्तै जरुरी छ। विकास निरन्तर चलिरहने प्रक्रिया हो। समय सँगै हामी अद्यावधिक हुन जरुरी छ। त्यसैले, "एकतामा बल" भन्ने उक्तिलाई अङ्गीकार गर्दै हामीहरु सबै कठिबद्ध भई लक्ष्य प्राप्तिको लागि एक भएर अगाडी बढ्ने नै हाम्रो दृढ विश्वास लिएको छु। संस्थानलाई थप सबल र सुदृढ बनाई उपभोक्ता बर्गलाई छिटो, छरितो र गुणस्तरीय सेवा प्रवाह गर्न संस्थान सँग सम्बद्ध सबै निकायलाई आ-आफ्नो क्षेत्रबाट सहयोगको लागि अपेक्षा लिएको छु।

अन्तमा: संस्थानलाई उन्नति, प्रगति, व्यवसायिक र सक्षम बनाउन भूमिका खेल्नु हुने सबै निकायलाई विशेष धन्यवाद दिन चाहन्छु। भावी दिनहरुमा संस्थानलाई थप सफलता मिलोस् भन्ने कामना गर्दै ३७ औं वार्षिकोत्सवको शुभ अवसरमा सबै महानुभावहरुमा हार्दिक आभार प्रकट गर्दै संस्थानको उज्ज्वल भविष्यको कामना गर्दछु।

डा. दुण्डी राज भट्टराई

अध्यक्ष

संचालक समिति

नेपाल खानेपानी संस्थान

अध्यक्ष

प्रधान कार्यालय

त्रिपुरेश्वर मार्ग

काठमाण्डौ

नेपाल

इमेल : watersupplypasakha@gmail.com

फोन नं. : ४९९७३३९

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नेपाल सरकार
खानेपानी तथा सरसफाई सेवा महसूल निर्धारण आयोग
त्रिपुरेश्वर, काठमाडौं
Kathmandu, 2017

प.सं. : ०४२/४३

च.नं. : १४०



Best Wishes Message

On the Occasion of the 37th Annual Anniversary of Nepal Water Supply Corporation (NWSC)

It gives me immense pleasure to extend my warm congratulations and best wishes to the Nepal Water Supply Corporation (NWSC) on the auspicious occasion of its 37 th Annual Anniversary.

Over the years, NWSC has played a pivotal role in ensuring reliable and quality water supply services to urban and emerging towns across the country. Its continued commitment to safe drinking water, service expansion, and institutional strengthening reflects its dedication to public welfare and national development.

Access to safe water is not only a fundamental right but also a cornerstone of public health, economic productivity, and social dignity. In this regard, NWSC's persistent efforts in improving service delivery, expanding coverage, and enhancing operational efficiency are truly commendable.

On this significant milestone day, I express my sincere appreciation to the management team, staff, stakeholders, and valued consumers for their collective contributions. I wish NWSC continued success, innovation, and growth in the years ahead.

I appreciate NWSC's continued efforts in addressing institutional reforms, strengthening human resource management, adopting modern technologies, and reducing non-revenue water. Despite structural and financial challenges, NWSC has demonstrated resilience and commitment toward improving service delivery and organizational

As Chairman of the Water Supply and Sanitation Service Tariff Fixation Commission (WSSTFC), I firmly believe that sustainable and scientifically structured tariff systems, together with efficient service provision, are essential to ensure long-term financial viability and improved customer satisfaction. Strengthened collaboration between NWSC and WSSTFC will further contribute to transparency, accountability, and service excellence in the sector.

May this anniversary inspire renewed commitment towards achieving universal access to safe, reliable, and affordable water services for all.

With best regards,

Rudra
23-Feb-026

Er. Rudra Prasad Gautam
Chairman

Water Supply and Sanitation Service Tariff Fixation Commission

फोन नं.: ०१-४९९७०९७, ०१-४९९७०९८

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Few Words from the General Manager



On the auspicious occasion of the 37th Anniversary of Nepal Water Supply Corporation (NWSC), I am delighted to share a few words. This Annual Report booklet highlights the major activities and achievements of NWSC during the Fiscal Year 2081/082.

NWSC is a service-oriented, government-owned organization mandated to work in both water supply and sewerage management in urban and emerging towns across the country. However, due to limited resources, the Corporation has primarily focused on the water supply sector. In the coming days, NWSC aims to expand its services into sewerage management as well. At present, NWSC provides water supply services to 23 towns through its 22 branch offices.



Er. Arjun Babu Dhakal
General Manager

Access to clean water and sanitation is a fundamental right guaranteed by the Constitution. We all acknowledge that "Health is Wealth." The health of both people and cities is ensured only through the availability of safe and sufficient water. NWSC bears the responsibility of delivering safe, clean, and quality drinking water to its valued customers, as it is a basic necessity of life. The Corporation has devoted its resources to providing essential water services, considering the needs and demands of consumers. NWSC is also guided by Sustainable Development Goal (SDG) 6, which aims to ensure access to safe drinking water for all by 2030. NWSC is one of the major stakeholders of the Nepal governments work for achieving this goal. Recently, we have also revised the House Connection Policy for the consumer's ease of access to water taps.

NWSC has received requests from user committees and local governments to take over partially constructed and non-operational water supply schemes. Significant investment is required to make these schemes functional and to expand pipeline networks to ensure household tap connections. Although NWSC has not been able to take over all requested schemes due to financial constraints, eight schemes under the Birgunj, Kalaiya, Gaur, Bhadrapur, Dhangadhi, and Biratnagar branches have been successfully taken over and are now providing services. This reflects the growing trust of the public in NWSC in recent years.

Despite continuous efforts to manage daily operation and maintenance costs, NWSC has been unable to expand its service areas as demanded by the public due to its weak financial condition. Although water is a gift of nature, its uneven distribution and quality issues require it to be collected, transmitted, treated, and delivered to households which involve significant costs. The existing tariff structure of NWSC, effective since 2070/11/01, remains uniform across all service areas and is relatively low. In reality, water tariffs should vary based on availability, service level, quality, investment requirements, and customer

प्रधान कार्यालय
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फोन नं. : ४९९७३३९
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satisfaction. Accordingly, NWSC is working on revising the current water tariff and service charges by dividing its service areas into seven zones.

“The Project on Capacity Development of Nepal Water Supply Corporation to Improve Water Supply System in Urban Cities,” implemented from March 2022 to March 2026, is nearing completion. This project has significantly benefited NWSC staff and strengthened institutional capacity. NWSC also plans to continue internal training programs to enhance staff capabilities in a supportive and cost-effective environment.

The Government of Nepal and Japan International Cooperation Agency (JICA) signed an agreement on 15 February 2017 for grant assistance amounting to NPR 4.8 billion for “The Project for Improvement of Water Supply in Pokhara.” The project has been completed and handed over to the Government of Nepal, enabling NWSC to provide improved quality water to the people of Pokhara. However, some remaining construction works, such as the completion of the Colpatan overhead tank and other related components which are under the NWSC jurisdiction are yet to be completed. NWSC is committed to resolving the Colpatan issues and to work continuously in other sectors too.

The Butwal Water Supply Improvement Project, initiated in Fiscal Year 2076/077, remains incomplete and has been stalled for the past two years following the collapse of a truss bridge. NWSC is taking this matter seriously and plans to supply water from Jhumsa to the Ramphedi reservoir soon.

Similarly, the Nepalgunj Water Supply Improvement Project (Rapti Project) has been delayed for several years due to land ownership issues, as the intake structure was constructed on private land without prior acquisition. Despite efforts, land purchase has not yet been finalized. NWSC is now intensifying negotiations with the landowner and aims to complete the land acquisition within the current fiscal year. The Corporation also plans to distribute Rapti water throughout Nepalgunj Municipality and reduce groundwater extraction to support conservation efforts.

Under the concept of providing 24/7 water supply in Lahan Municipality, NWSC has been working diligently in partnership with Anglian Water, Water Aid Nepal, and Lahan Municipality through the Beacon Project. I sincerely thank the Beacon Project team for extending the project period until 2030. I am confident that NWSC will achieve full coverage in Lahan within this timeframe and hope for similar initiatives in other areas as well.

Furthermore, JICA has provided grant assistance of NPR 2.66 billion for “The Project for the Improvement of Water Supply in Biratnagar.” This project aims to upgrade and expand the water supply system to improve water quality and ensure a stable supply. The construction work is currently in progress, with approximately 69 percent of the work completed to date.

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त्रिपुरेश्वर मार्ग
काठमाण्डौ
नेपाल

ईमेल : watersupplypasakha@gmail.com

फोन नं. : ४९९७३३९
४९९७३२८
४९९७३३३
४९९७३३०



नेपाल खानेपानी संस्थान



At present, NWSC faces a significant challenge due to the fragmentation of its service areas following the formation of individual Water Supply Management Boards. This situation may threaten the future existence of NWSC. To address this issue, amendment of the NWSC Act, 2046 is necessary. I would like to thank the Ministry of Water Supply for forming a committee to review and amend the Act and request that this issue be addressed promptly.

Human resource management is another crucial aspect of efficient service delivery. The recruitment process had been delayed due to the long-pending approval of the NWSC Employee Regulation, which has now come into effect from 2082/01/08. NWSC has completed the level upgrade process for Level 2 and 3 staff and has requested permission from the Public Service Commission to recruit for Level 4 and above. The Recruitment Committee is also preparing guidelines for contractual staff below Level 3. As the organizational structure has not been updated for more than a decade, an O&M Committee has been formed to address these issues. NWSC remains committed to maintaining an effective organizational structure and adopting new technologies to become an environmentally friendly and efficient institution.

NWSC is dedicated to expanding its expertise, strengthening governance capacity, and delivering safe and reliable water services to its valued customers. We are optimistic about the future of NWSC and its role in enhancing the quality of life in our cities while expanding services to additional urban areas. NWSC also works to reduce NRW and plans to install meter in all customer taps within this F/Y along with the prompt maintenance of visible leaks. NWSC is focused on becoming a self dependent institution with improved service level, enhanced water quality along with use of modern technology in the system.

Finally, I would like to express my sincere gratitude to the Ministry of Water Supply, the Water Supply and Sanitation Service Tariff Fixation Commission, the Chairperson, and the Board Members of NWSC for their continued guidance and support. I also extend my heartfelt thanks to JICA for its technical and financial assistance. The continuous coordination, suggestions, and support from JICA Nepal representatives, experts, and supporting staff have been invaluable to NWSC's success.

I would also like to thank Anglian Water, WaterAid Nepal and Lahan Municipality for their ongoing support under the Beacon Project. My appreciation goes to the trade unions and all NWSC staff members for their dedication and hard work. I am equally grateful to our valued customers for their understanding, cooperation, and regular payment of water tariffs.

Er. Arjun Babu Dhakal
General Manager

प्रधान कार्यालय

त्रिपुरेश्वर मार्ग

काठमाण्डौ

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1. Board of Directors

Table 1: Board of Directors of NWSC

S.N.	Name	Designation
1	Dr. Dhundi Raj Bhattra	Chairperson
2	Mr. Rajesh Man singh	Member
3	Mr. Rudra Prasad Pandit	Member
4	Dr. Saroj Sharma	Member
5	Dr. Er. Shanti Kala Subedi	Member
6	Ms.Salma Khatun	Member
7	Ms. Madhu Maya	Member
8	Mr. Mukesh Kumar Diwedi	Member
9	Er. Arjun Babu Dhakal	Member Secretary

2. The Chronology of General Managers/Chief Executives of NWSC

Table 2: The Chronology of General Managers/Chief Executive of NWSC (Beginning to Date)

S.No.	Name	Position	Duration From	To (B.S. / A.D)
1	Mr. Ratna Man Shrestha	Project Chief	2031/1974	2038/1981
2	Mr. Ratan Kumar Siddhi	Project Chief	2038/1981	2039/1982
3	Mr. Ratnakar Dutta	Project Chief	2039/1982	2041/1984
4	Mr. Poshan Nath Nepal	General Manager	2041/1984	2044/1987
5	Mr. Shiva Nath Sharma	Executive Chairman	2044/1987	2044/1987
6	Dr. Birendra Pratap Shah	Executive Chairman	2045/1987	2046/1990
7	Mr. Ganesh Raj Sharma	General Manager	2047/1990	2049/1992
8	Mr. Puspa Raj Bista	General Manager	2049/1992	2051/1994
9	Mr. Narendra Man Pradhan	Act. General Manager	2051/1994	2052/1995
10	Mr. Dhruva Bahadur Shrestha	General Manager	2052/1995	2052/1996
11	Mr. Min Bahadur Karki	Executive Chairman	2053/1996	2054/1997
12	Mr. Arun Kumar Ranjitkar	General Manager	2054/1997	2054/1998
13	Mr. Kaushal Nath Bhattarai	General Manager	2054/12/24	2056/11/30
14	Mr. Lava Kumar Thapa	General Manager	2056/12/01	2057/01/04
15	Mr. Kaushal Nath Bhattarai	General Manager	2057/01/05	2061/05/28
16	Mr. Narendra Man Pradhan	Act. General Manager	2061/2004	2061/2004
17	Mr. Dharma Kumar Bajimaya	General Manager	2061/07/02	2062/09/12
18	Mr. Lava Kumar Thapa	General Manager	2062/09/13	2063/01/26
19	Mr. Dharma Kumar Bajimaya	General Manager	2063/01/27	2063/12/22
20	Mr. G. B. Amatya	General Manager	2064/03/14	2065/07/29
21	Mr. Dharma Kumar Bajimaya	Act. General Manager	2065/07/30	2067/10/02
22	Mr. Mahesh Dutta	Executive Chairman	2067/10/03	2068/01/02
23	Mr. Dharma Kumar Bajimaya	Act. General Manager	2068 /01/03	2068/01/13
24	Mr. Mahesh Dutta	Executive Chairman	2068/01/14	2068/02/13
25	Mr. Dharma Kumar Bajimaya	Act. General Manager	2068/02/14	2068/09/18
26	Er. Ram Kumar Yadav	Act. General Manager	2068 /09/19	2068/11/09
27	Mr. Jitendra Singh	Executive Chairman	2068/11/10	2069 /05 /27
28	Mr Bharat Mani Pandey	Act. General Manager	2069/05/28	2069/06/03
29	Dr. Bhupendra Prasad	Act. General Manager	2069 /06/04	2069/06/20
30	Mr Bharat Mani Pandey	General Manager	2069/06/21	2069/06/24
31	Dr. Bhupendra Prasad	Act. General Manager	2069 /06/25	2070/03/02
32	Er. Arjun Babu Dhakal	General Manager	2070/03/03	2074 /02/16
33	Dr. Bhupendra Prasad	General Manager	2074 /02/16	2078/06/26
34.	Dr. Ishwar Prasad	Act. General Manager	2078/07/12	2078/09/13
35	Dr. Ishwar Prasad	General Manager	2078/09/14	2081/02/07
36	Mr. Trideep Kr Shrestha	Act .General Manager	2081/02/08	2081/11/27
37.	Er .Arjun Babu Dhakal	General Manager	2081/11/28	Till Date

3. Head of Organization and Division of Nepal Water Supply Corporation

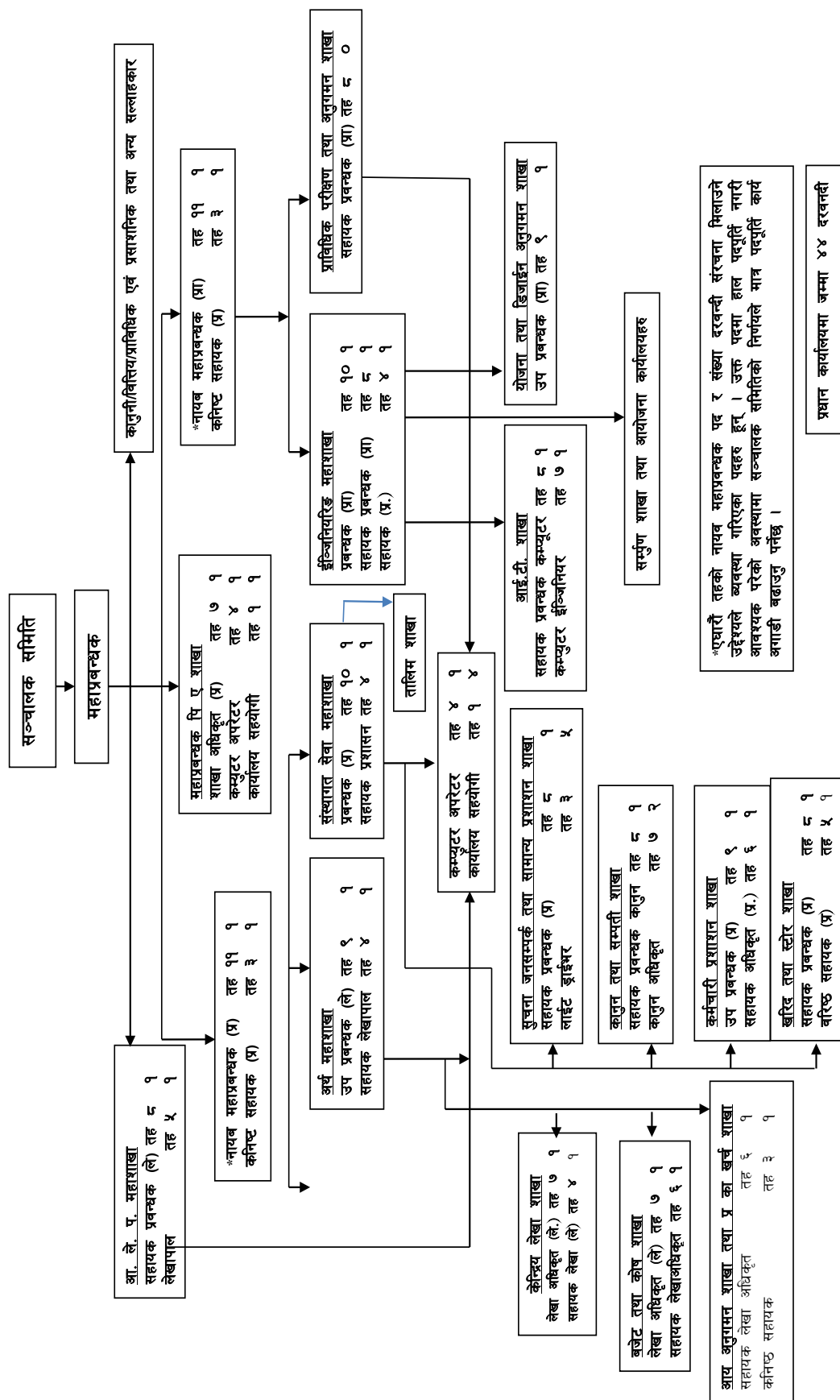
Table 3: Top Management Professionals of NWSC

S.No	Name	Designation	Working division	Years of Experience
1	Er. Arjun Babu Dhakal	General Manager	Head Office	25
2.	Er. Shailendra Kumar Shah	Engineering Division Chief	Engineering Division	15
3.	Er. Niran Maharjan	Training & Monitoring Section Chief	Training & Monitoring Section	15
4.	Mr .Kamal Thapa Chhetri	Institutional Service Division Chief	Institutional Service Division	35
5.	Mr. Mohan Bhattra	Finance Division Chief	Finance Division	33
6.	Mr. Ram Kumar Shrestha	Internal Audit Division Chief	Internal Audit Division	30

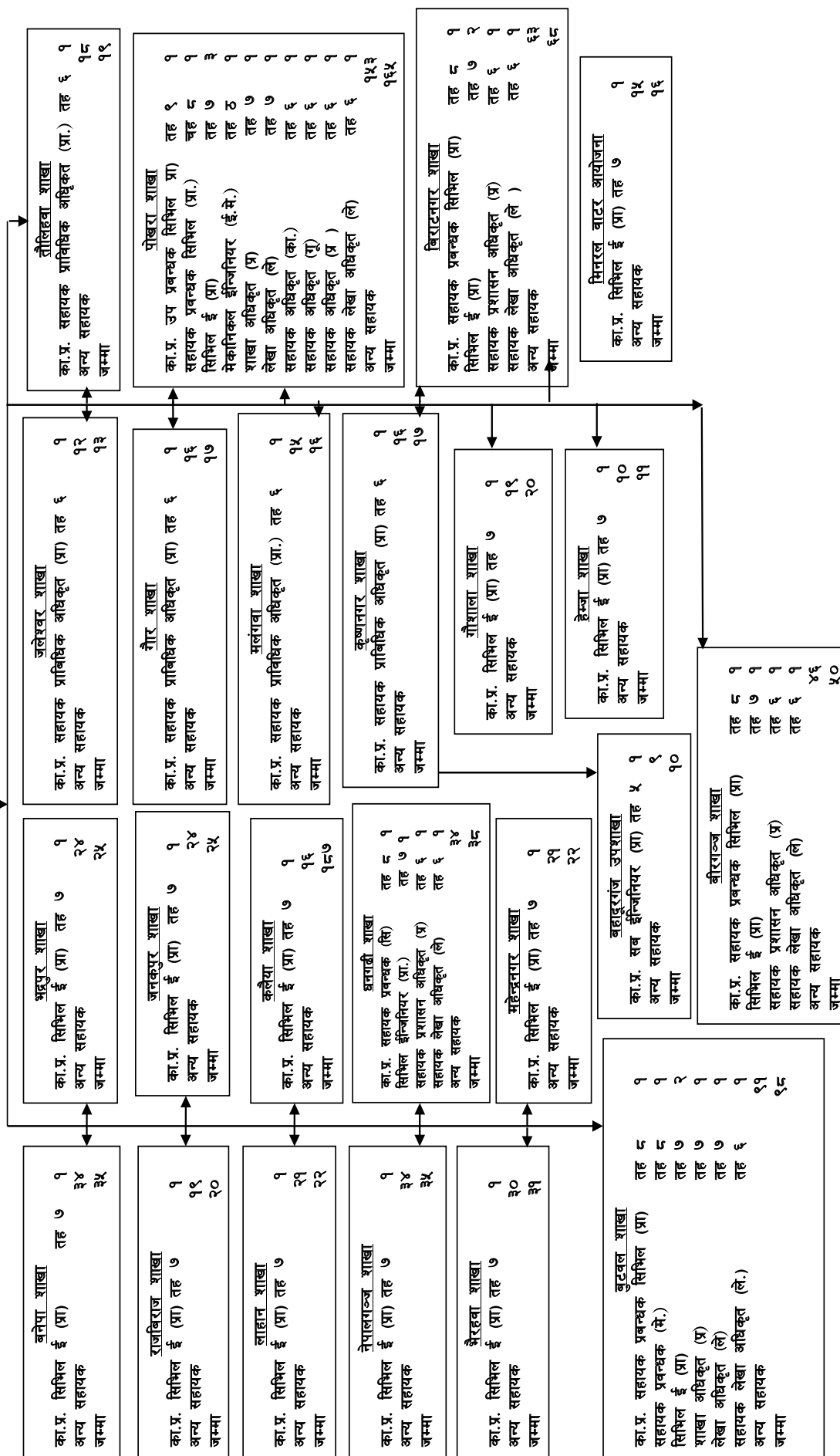
4. Current Organizational Structure

नेपाल खानेपानी संस्थान

संगठन तालिका



ईन्जिनियरिङ महाशाखा



5. Statutory History of NWSC

While going back to history, the populations of Kathmandu Valley were not high, so, government was not too much concern about providing drinking water supply to the people in Kathmandu Valley. During that period, people used to take water from the available natural sources near their residences. Population of the city growth due to natural growth and migration from other districts, the existing available water resources were not enough to feed the people and thus, government realized to provide drinking water for the people in the Kathmandu valley and thus established a systematic development of water supply system with the name PANI ADDA (PANI GOSWARA) unit in 2029 BS. The organization has been restructured from time to time in order to provide the better service delivery to the customer. Following were the statutory development records of this organization:

- PANI ADDA or PANI GOSWARA unit 2029 BS (May 1973 AD)
- WATER SUPPLY & SEWERAGE BOARD 2029 BS (July 1973 AD)
- (Under the Development Board Act, 1957)
- WATER SUPPLY & SEWERAGE CORPORATION, 2041 BS (July 1985 AD)
- (Under the Corporation Act, 1965)
- NEPAL WATER SUPPLY CORPORATION , 2046 BS (February 1990 AD)
- (Under Nepal Water Supply Corporation Act, 1990)

6. Water Supply Service Area of NWSC

Nepal Water Supply Corporation (NWSC) is a public utility organization; an autonomous government body formed under Nepal Water Supply Corporation Act 2046 BS. NWSC is under the ministry of Water Supply and Sanitation. NWSC provides its services to the 23 cities within the country. Out of them 3 are metropolitan city, 5 are sub metropolitan city, 15 are municipalities. Following tables shows the service area of NWSC. The district pointed with dot mark as shown in the figure 1 below were the service cities location in administrative map of nepal of NWSC.

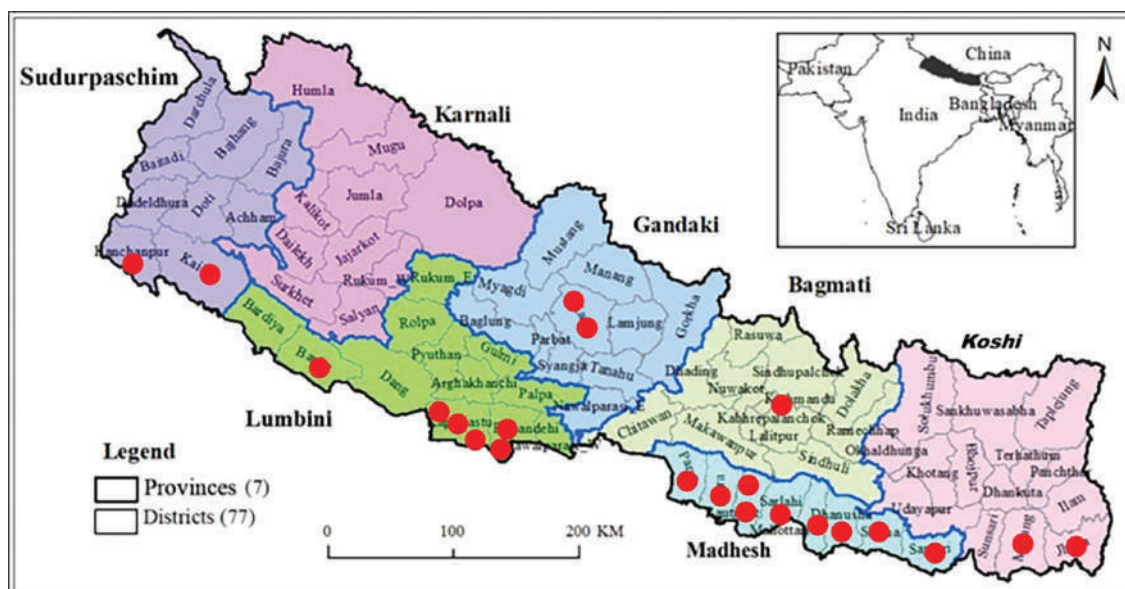


Figure 1: Location of NWSC service cities in administrative map of Nepal

Table 4: Name of Branch and Project Offices

S.N.	Branch & Project Office	Local Government	Province	District	Phone
1	Bhadrapur	Municipality	Koshi	Jhapa	023-520983
2	Biratnagar	Metropolitan City	Koshi	Morang	021-523329
3	Rajbiraj	Municipality	Madesh	Saptari	031-521254
4	Lahan	Municipality	Madesh	Siraha	033-560931
5	Janakpur	Sub Metropolitan City	Madesh	Dhanusa	041-520158
6	Jaleswor	Municipality	Madesh	Mahottari	044-520089
7	Gaushala	Municipality	Madesh	Mahottari	044-
8	Malangawa	Municipality	Madesh	Sarlahi	046-520450
9	Gaur	Municipality	Madesh	Rautahat	055-520611
10	Kalaiya	Sub Metropolitan City	Madesh	Bara	053-550428
11	Birganj	Metropolitan City	Madesh	Parsa	051-522874
12	Pokhara	Metropolitan City	Gandaki	Kaski	061-465237
13	Hemja	Part of Pokhara Metropolitan city	Gandaki	Kaski	061-400527
14	Butwal	Sub Metropolitan city	Lumbini	Rupandehi	071-540781
15	Bhairahawa	Municipality	Lumbini	Rupandehi	071-520628
16	Taulihawa	Municipality	Lumbini	Kapilbastu	076-560535
17	Bahadurganj	Municipality	Lumbini	Kapilbastu	076-530029
18	Krishna Nagar	Municipality	Lumbini	Kapilbastu	076-520514
19	Nepalganj	Sub Metropolitan City	Lumbini	Banke	081-520592
20	Dhangadi	Sub Metropolitan City	Sudurpashchim	Kailali	091-524471
21	Mahendra Nagar	Municipality	Sudurpashchim	Kanchanpur	099-521133
22	Banepa and Panauti	Municipality	Bagamati	Kavre	011-661220
23	Butwal Water Supply Project	Sub Metropolitan city	Lumbini	Rupandehi	071-544537

Photos of Branch Managers



Mr. Kasindra Kr. Yadav
(Bhadrapur Branch)



Mr. Santosh Kr. Rauniyar
(Biratnagar Branch)



Mr. Dipendra Kr. Deo
(Rajbiraj Branch)



Rakesh Goit
(Lahan Branch)



Mr. Vishnu Dev Shah
(Janakpur Branch)



Mr. Surendra Kr. Shah
(Jaleswar Branch)



Mr. Shirish Rajbhandari
(Gaushala Branch)



Mr. Prabeen Kr. Shah
(Malangwa Branch)



Mr. Pashupati Pd. Yadav
(Gaur Branch)



Mr. Sanjiv Kr. Yadav
(Kalaiya Branch)



Mr. Mohan Dutta Bhatta
(Birgunj Branch)



Ashis Karki
(Pokhara Branch)



Mr. Santosh Kr. Das
(Hemja Branch)



Mr. Buddha Ratna Maharjan
(Butwal Branch)



Mr. Mandeep Shrestha
(Butwal Khanepaani Aayojana)



Mr. Ramesh Magrati
(Bhairahwa Branch)



Mr. Prakash Silwal
(Taulihawa Branch)



Mr. Bhupal Singh Bhandari
(Krishnanagar & Bahadurganj Branch)



Mr. Hari Kr. Shrestha
(Nepalgunj Branch)



Mr. Ram Chandra Lammichhane
(Dhangadhi Branch)



Mr. Vijay Shrestha
(Mahendranagar Branch)



Mr. Bhawani Pd. Bhatta
(Banepa Branch)

7. Requested/Proposed to Take Handover New Water Supply Schemes by Local Authority:

Water supply system constructed over the period in the country are not well functioning and are not capable to supply water to all taps throughout the year. Due to the differences in the areas/communities, there might be variations in the factors. However, most of them appear to be common. The most relevant and common Factors are: User committees often lack long-term Operation & Maintenance skills, funding for repairs, and tariff collection efficiency, which leads to the system deterioration. So finally the requesting numbers of water supply schemes are increasing day by day to NWSC. Presently following are requested for the handover to the NWSC.

Table 5: Proposed New Water Supply Schemes for Handover

S.No.	Branch & Project Office	District
1	Balwa Khanepaani Aayojana	Mahottari
2	Matihaani Khanepaani Aayojana	Mahottari
3	Aaurahii Khanepaani Aayojana	Mahottari
4	Suddhodan Khanepaani Aayojana	Kapilbastu
5	Dudhauli Khanepaani Aayojana	Sindhuli
6	Maharajgunj Khanepaani Aayojana	Kapilbastu
7	Haripur Khanepaani Aayojana	Sarlahi
8	Bagmati Khanepaani Aayojana	Sarlahi
9	Kabilaasi Khanepaani Aayojana	Sarlahi
10	Barhatwa Khanepaani Aayojana	Sarlahi
11	Basbariya Khanepaani Aayojana	Sarlahi
12	Rajdevi Khanepaani Aayojana	Rautath
13	Hariban Khanepaani Aayojana	Sarlahi
14	Chakraghatta Khanepaani Aayojana	Sarlahi
15	Siraha Khanepaani Aayojana	Siraha
16	Kathauna Khanepaani Aayojana	Saptari
17	Mahalakshmi Khanepaani Aayojana	Dhankutta
18	Rabi Miklajung Gaaunpalika	Panchthar
19	Banganga Nagarpallika Khanepaani Aayojana	Rupandehi
20	Mayadevi Gaaunpalika Khanepaani Aayojana	Rupandehi
21	Bodebassain Nagarpallika Khanepaani Aayojana	Saptari
22	Koshi Gaaunpalika Khanepaani Aayojana	Sunsari
23	Bellauri Nagarpallika Khanepaani Aayojana	Kanchanpur
24	Khadbari Nagarpalika Khanepaani Aayojana	Solukhumbu

8. Technical Status

A) Technical Status of NWSC

S.No.	Description	Unit	F/Y- 081/082
1	Water Demand (With Leakage)	MLD	296.18
2	Water Production:		
	In Dry Season	MLD	208.58
	In Wet Season	MLD	226.36
	Average Production	MLD	217.55
3	Deep Tube Wells:		
	- Working	Nos.	200
	- To be Repaired	Nos.	24
	- Not repairable	Nos.	31
4	Sump Wells	Nos.	3
5	Surface Intakes	Nos.	14
6	Water Delivery (After Leakage):		
	In Dry Season	MLD	154.47
	In Wet Season	MLD	155.95
	Average Water Delivery	MLD	158,59
7	Average Leakage	%	30
8	Average Deficit	MLD	87.60
9	Total Tap Connection	Nos.	162,689
	Private Metered Taps	Nos.	158693
	Private Unmetered Taps	Nos.	863
	Government Metered Connections	Nos.	1,814
	Government Unmetered Connection	Nos.	374
	Public Stand post	Nos.	945
10	Total Population Served (Tentative)	Thousand	2,5509
11	Service Tanks:		
	Ground Tank	Nos.	32
	Overhead Tank	Nos.	54
12	Water Treatment Facilities:		
	Full Treatment System	Nos.	5
	Partly Managed Treatment System	Nos.	21
	Treatment by Chlorination Only	Nos.	72
13	Mini Excavators	Nos.	3

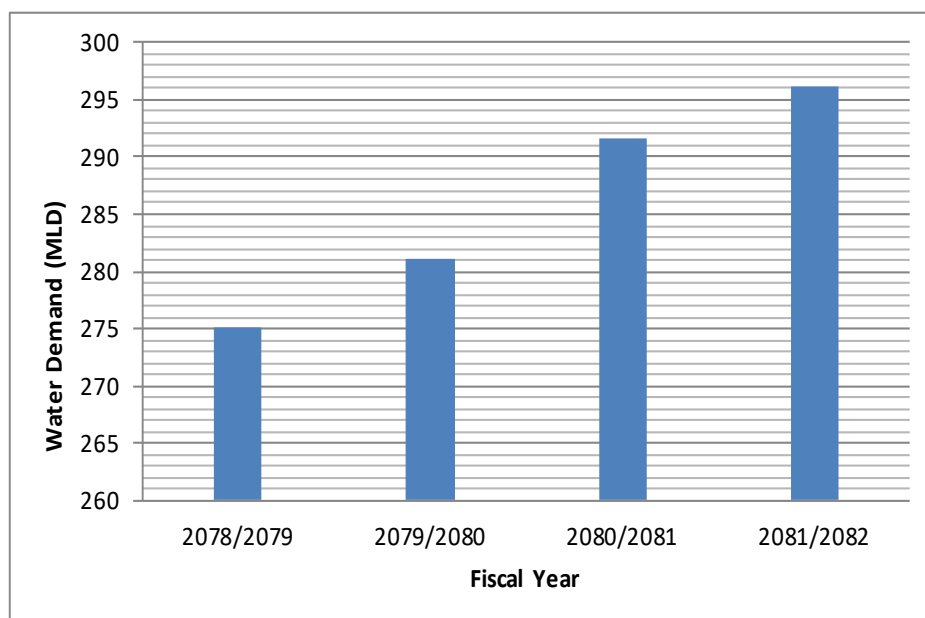
Technical Status of Individual Branches

S.No.	Description	Unit	Biratnagar	Rajbiraj	Lahan	Janakpur	Jaleshwar	Gausahala	Malangwa	Gaur	Kaliya	Birgunj	Pokhara	Hemja	Butwal	Bhairahwa	Taulihawa	Bahadurganj	Krishnanagar	Nepaliganj	Dhangadhi	Mahendranagar	Banepa	Total
1	Water Demand (With Leakage)	MLD	23	1.2	6	26	2.6	3.9	2.4	20	5	15	87	3.5	40	3.87	2	3	4	7.55	27	4.5	4.16	296.18
2	Water Production:																							
	In Dry Season	MLD	3.5	1	8	7	2.6	2.7	2.2	13	2	13.53	63.6	3.4	28	5	1.7	1.6	1.7	7.05	23	4	1	208.58
	In Wet Season	MLD	3.5	1	12	7	2.4	2.5	2	15	3	13.5	69.78	4	30.63	5.1	1.75	1.6	1.7	7.75	23	4	1.15	226.36
3	Average Production	MLD	3.5	1	10	7	2.4	2.6	2.1	14	2.5	13.5	66.7	3.7	29.32	5.05	1.725	1.6	1.7	7.4	23	4	1.25	217.55
4	Deep Tube Wells:																							
	- Working	Nos	8	9	15	7	3	10	5	3	4	13	21	2	26	9	3	3	3	12	22	8		200
	- To be Repaired	Nos	0	1	3	2	2	3	2	2	2	2	1			1	1				2			24
	- Not repairable	Nos	1	5	1	2		1	1		0	4			2	1	1	1	3	4	1	2	1	31
5	Sump Wells	Nos									0	0	1		1	0	0			1	0			3
6	Surface Intakes	Nos	0								0	0	4	3	1	0	0				0	0	6	14
7	Water Delivery: (After Leakage)																							
	In Dry Season	MLD	2.65	9	1	5	4.83	2.1	1.8	13	1.5	6.76	52.35	2.1	18.2	3.6	1.36	1.28	1.36	5.03	16	2.2	0.85	154.47
	In Wet Season	MLD	2.65	9	1	6	4.83	2.2	1.6	15	1.5	6.76	55.27	2.1	19.91	4	1.4	1.28	1.36	5.07	16	2.2	1.275	162.71
8	Average Leakage	%	25	30	37	31		15	20	22	15	50	25	40	35	26	20	20	20	28.65	30	40	15	24
9	Deficit:																							
	In Dry Season	MLD	1	9	0	21.7	2.2	0.4		22	2.5	1.47	15.21		10.72	1.1	0.64		2.3	0.00	4	0.5	0.15	94.39
	In Wet Season	MLD	0.5	9	0	21.7	2.4	0.4		20	2.5	1.47	11.3		9.8	1	0.6		2.3	0.00		0.5	0.225	83.695

S.No.	Description	Unit	Bhadrapur	Biratnagar	Rajbiraj	Lahan	Janakpur	Jaleshwar	Gausahala	Malangwa	Gaur	Kaliya	Birgunj	Pokhara	Hemja	Butwal	Bhairahwa	Taulihawa	Bahadurganj	Krishnanagar	Nepalganj	Dhangadhi	Mahendranagar	Banepa	Total
10	Total Water Connection	Nos																							0
	Private Metered Taps	Nos	3335	11913	3154	6370	5839	1498	4835		1474	2216	12400	52267	3100	16905	5683	1292	1029	1454	5553	10031	3828	4517	158693
	Private Unmetered Taps	Nos			107	0	9				14	27	64	261			2	10	6	17			69	277	863
	Government Metered	Nos	65	171	55	15	43	37	30		37	5	149	422		256	58	34	12	24	105	172	107	17	1814
	Government Unmetered				27	0	3	41	2		4	17	12	171		37	2	8	3	12	0		30	5	374
	Public Stand post		47	25	79	3	43				10	20	250	174		103	22	2			68	12	27	60	945
11	Total Population Served	Thou	20	150	20	32	45	10	24335		12	35	110	370	22	165	35	17	8	15	40	18	25	25	25509
12	Service Reservoirs		1								1								1						
	Ground Tank	Nos			1	1	1							9	2	5		0			4	1	0	8	32
	Overhead Tank	Nos	2	4	3	6	2	1	3		2		7	2		1	3	2	1	2	0	8	5		54
13	Water Treatment																								0
	With full Treatment	Nos	1			1								1						1		1			5
	Partly	Nos		1		6									1	1	9				1.00			2	21
	Chlorination Only	Nos		3	1	10	4	1	3		1			1		17	9	2	3	2	8	5	2		72
14	Water Tankers	Nos		1		0								3		1	0								5
15	Mini Excavators	Nos				1								2			0								3

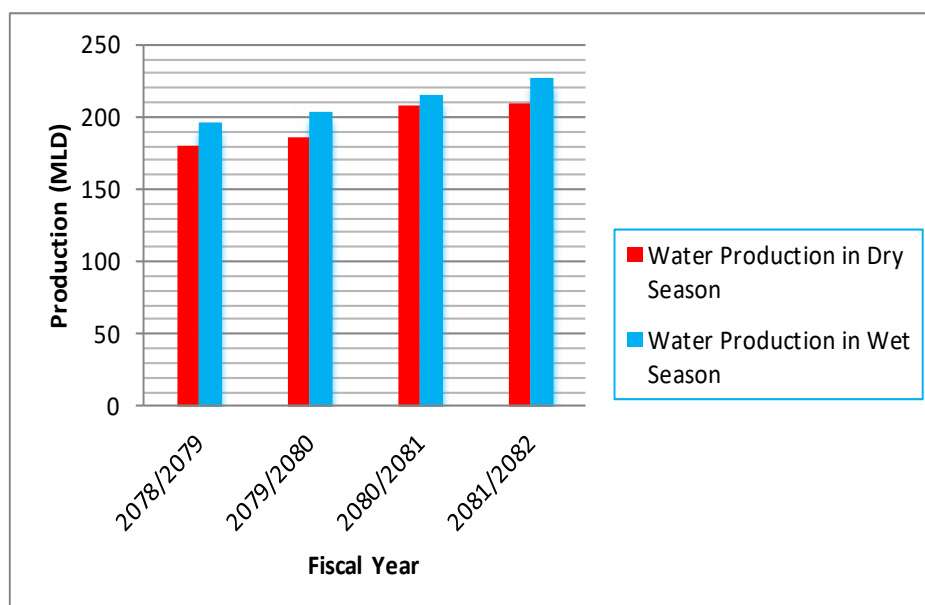
B) Water Demand

S.No.	Fiscal Year	Unit	Water Demand
1	2078/2079	MLD	275.2
2	2079/2080	MLD	281.15
3	2080/2081	MLD	291.69
4	2081/2082	MLD	296.18



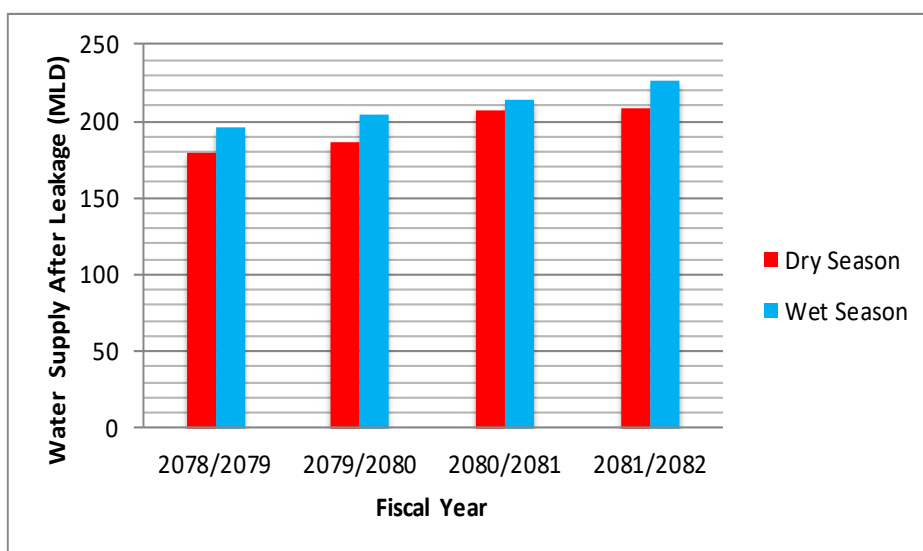
C) Water Production

S. No.	Fiscal Year	unit	Water Production	
			Dry Season	Wet Season
1	2078/2079	MLD	179.6	195.38
2	2079/2080	MLD	186.38	203.67
3	2080/81	MLD	207.3	214.5
4	2081/2082	MLD	208.58	226.36



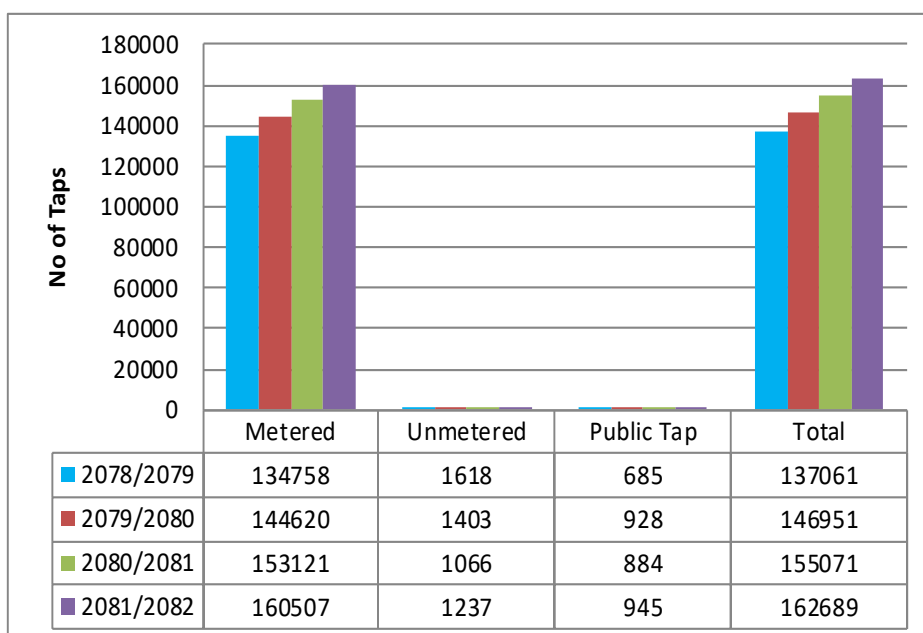
D) Water Supply (After Leakage)

S.No.	Fiscal Year	Unit	Water Supply (After Leakage)	
			Dry Season	Wet Season
1	2078/2079	MLD	131.18	145.27
2	2079/2080	MLD	147.02	155.95
3	2080/081	MLD	147.36	148.39
4	2081/082	MLD	154.47	162.71



E) Number of Water tap Connections

S. No.	Fiscal Year	Unit	Number of Water Connections			
			Metered	Unmetered	Public Tap	Total
1	2078/2079	Nos.	134758	1618	685	137061
2	2079/2080	Nos.	144620	1403	928	146951
3	2080/2081	Nos	153121	1066	884	155071
4	2081/2082	Nos	160507	1237	945	162689



9. Personnel Status

A. Current Staffs

S. No.	Description	F/Y- 2081/2082
1	Approved Post	834
2	Permanent	236
3	Contract	281
4	Officers (Permanent)	31
5	Non Officers (Permanent)	205
6	Technical (Permanent)	86
7	Administrative(Permanent)	150
8	Total no. of staffs	517

B. Branch wise Approved Post

S. No.	Offices	Approved Post	Presently Working	
			Permanent	Contract
1	Head Office	44	24	14
2	Bhadrapur	25	11	11
3	Biratnagar	68	28	27
4	Rajbiraj	20	7	9
5	Lahan	22	8	7
6	Janakpur	25	6	6
7	Jaleswor	13	2	2
8	Gaushala	20	3	5
9	Malangawa	16	7	4
10	Gaur	17	6	4
11	Kalaiya	17	5	5
12	Birganj	50	11	8
13	Pokhara	165	42	41
14	Hemja	11	5	6
15	Butawal	98	17	34
16	Bhairahawa	31	5	14
17	Taulihawa	19	4	6
18	Bahadurganj	10	2	3
19	Krishnanagar	17	7	4
20	Nepalganj	35	4	18
21	Dhangadhi	38	9	16
22	Mahendranagar	22	8	5
23	Banepa	35	13	24
24	Butwal Water Supply Project	10	8	2
	Total	834	236	281
Number of staff per 1000 connection		= 3.154		
Number of staff per 1000000 lit. Production		= 2.478		

10. Financial Status

NEPAL WATER SUPPLY CORPORATION

Kathmandu, Nepal

Statement of Profit or Loss

For the year ended 32 Ashad 2082 (16th July 2025)

Figures in NPR

	Note	FY 2081-82	FY 2080-81
Revenue from operations		854,286,069.77	810,134,440.22
Other Operating Income		34,914,863.01	38,118,568.34
Total Operating Income		889,200,932.78	848,253,008.56
Cost of inventories, materials consumed and operations		(12,323,747.82)	(12,228,808.21)
Employee Benefit Expenses		(376,546,212.76)	(397,356,220.09)
Selling and Distribution Expenses		(689,054.00)	(166,858.00)
Electricity, Fuel and Utilities		(114,992,793.70)	(110,804,482.33)
Administrative and Operating Expenses		(61,808,845.30)	(50,911,817.76)
Repair and Maintenance		(205,004,835.63)	(182,131,035.42)
Impairment losses		(4,464,738.42)	(19,542,519.38)
Depreciation and Amortization		(377,021,604.60)	(235,385,141.37)
Total Operating Expenses		(1,152,851,832.23)	(1,008,526,882.55)
Profit from Operations		(263,650,899.45)	(160,273,873.99)
Finance Costs (नेपाल सरकारको व्याज)		(663,605,694.29)	(460,939,858.07)
Finance Income (व्याज आम्दानी)		119,324,542.17	190,609,245.45
Profit/(Loss) Before Tax		(807,932,051.57)	(430,604,486.61)
Income Tax Expense			
Current tax expense			
Deferred tax (expense)/income			
Net Profit/(Loss) for the year		(807,932,051.57)	(430,604,486.61)
Actuarial Gain/(Loss) on defined benefit obligations			12,560,870.00
Last Year account settled		380,486.25	
Retained Earnings of last years		(1,079,042,638.34)	(660,999,020.84)
Total Retained Earnings		(1,886,594,203.66)	(1,079,042,638.34)

NEPAL WATER SUPPLY CORPORATION

Kathmandu, Nepal

Statement of Financial Position As at 32 Ashadh 2082(16 July 2025)

	Note	As at 32 Ashad 2082	As at 31 Ashad 2081
ASSETS			
Non Current Assets			
Property, plant and equipment	5	16056073480.04	15771372349.36
Capital work in progress	6	3132097099.95	1772851845.39
Other non current assets	–	15322896.67	15322896.67
Right of use assets	–	733350.00	733350.65
Total Non Current Assets		19204226826.66	17560280442.07
Current Assets			
Inventories	9	606924678.62	546451629.75
Financial Assets:-			
Trade receivables	7	914,391,348.26	874,208,702.60
Cash and cash equivalents	10	2,880,476,654.16	3,144,335,864.13
Income Tax Receivables	11	196,065,935.14	180,247,129.67
Other current Assets	4	182,333,806.46	189,942,208.78
Total current Assets		4,780,192,422.64	4,935,185,534.93
Total Assets		23,984,419,249.31	22,495,465,977.00
EQUITY AND LIABILITIES			
Equity			
Share Capital	1	349,721,424.01	347,576,361.01
Retained Earnings	1	(1,886,594,203.66)	(1,079,042,638.34)
Fairvalue Reserve	1	2,859,494,922.00	2,859,494,922.36
Other Components of Equity	1	515,475,559.87	515,475,559.86
Total Equity		1,838,097,702.22	2,643,504,204.89
Liabilities			
Non Current Liabilities			
Financial Liabilities:-			
Loan and Borrowings	3	18,167,675,207.68	16,600,756,920.68
Lease Liabilities	–	753,247.00	282,494.31
Deferred Grant Income	2	317,959,728.25	209,905,542.43
Provision for Employee Benefits	4	452,806,496.31	406,474,466.28
Deferred Tax Liabilities	–	–	–

Total Non Current Liabilities		18,939,194,679.24	17,217,419,423.70
Current Liabilities			
Financial Liabilities:-			
Loan and Borrowings	–		
Trade and other Payables	4	3,173,904,366.79	2,538,179,317.39
Lease Liabilities			470,753.25
Deferred Grant Income	–		
Provision for Employee Benefits	–		65,212,460.00
Income Tax Payables	–		
Other current Liabilities	4	33,222,501.06	30,679,816.88
Total Current Liabilities		3,207,126,867.85	2,634,542,347.52
Total Liabilities		22,146,321,547.10	19,851,961,771.22
Total Equity and Liabilities		23,984,419,249.31	22,495,465,977.00

11. Major Projects

I. JICA- Pokhara Water Supply Improvement Project

Japanese Government Grant Amount: 4,81,30,00,000 Yen (Four Billion Eighty One Crore Three Million Japanese Yen)

Date of Agreement: 15 February 2017

Quantitative/Qualitative Impact of the project:

Quantitative impact: After the completion of the project, there will be systematic distribution of water in the area covered by the project.

Distribution of treated water according to national drinking water quality

Improving water supply and revenue by improving water pressure in pipelines and controlling water leakage
To improve the livelihood of Pokhara residents.

Area and population details of the Project:

Beneficiary Population: Year of Survey (2015): 204869

Beneficiary Population: Projected Year (2025): 205881

Project area: Pokhara Metropolitan City Ward No. 1 to 19

(Old 1-18 (100%), 19 (80%), 26 (15%) and 28 (40%))

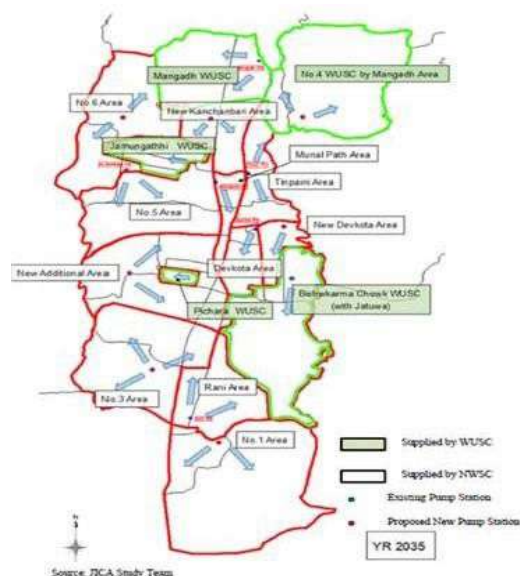
Water demand in design year: 5.4 million liters per day.

The JICA funded Pokhara water supply improvement project has been completed and was officially handover to NWSC on 2081/08/14 in presence of Ex-minister Mr. Pradeep Yadav of water supply.

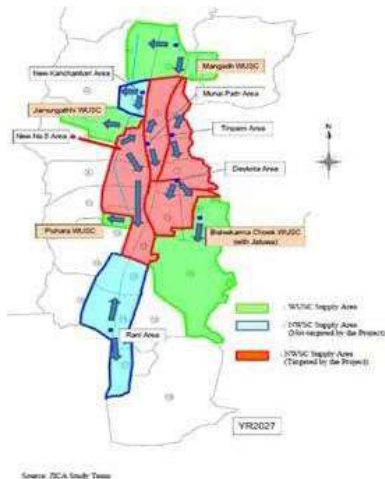
II. JICA- Biratnagar Water Supply Improvement Project

Background: Biratnagar Metropolitan City is the largest city in the eastern part of Nepal. An industrial and economic hub is a habitat to approximately 300,000 people in around 48,000 households. Biratnagar mainly relies on groundwater as its main source of water supply. NWSC is the major water utility who is responsible for supplying safe drinking water to the residents. Due to the ageing distribution networks and lack of proper treatment facilities, it is a big challenge for the utility to achieve their mandate of providing safe drinking water. Due to abundant ground water resources, people often rely on shallow tube wells as source of water which might be contaminated due to improper sanitation practices.

Almost 6,000 people got infected with Hepatitis-E epidemic in 2014 and there was a huge concern for improving the water quality. Upon the request from Government of Nepal, a grant aid project was approved by Government of Japan for the improvement of water supply infrastructure and quality.



Project Timeline: The first field survey was conducted by Japanese consultant team in November 2019.



Various consultation with the stakeholders were conducted during this period. Second comprehensive field survey was done from the period of January-March 2020. Due to the lockdown caused by the COVID-19 pandemic, all field works were to be suspended until August 2021. However, outline design works continued during that period based on the available survey data done before the lockdown. Consultant team submitted their outline design report and a MoU was signed between JICA and Ministry of Water Supply on 3rd September 2021. Following this agreement, Government of Japan and Government of Nepal signed grant aid agreement on 10th March 2022 for the commencement of detailed design. Detailed design works started from May 2022 and is expected to be completed by March 2023. Procurement work for the selection of contractor is expected to be completed by April 2024 and mobilization of contractor is expected to be by early June 2024. The total construction period is proposed for 24 months.

Current Situation: According to the survey conducted by the consultant in 2019-20, the coverage of piped water supply system is around 30%. Very high concentration of iron and manganese was observed in the ground water samples. Also, there was an evidence of e-coli in the water sample taken from the shallow tube wells. Non-revenue water was estimated around 40% and the supply hours were limited to 13 hours per day.

Salient Features of the Project: This project will focus mainly within the distribution area covered by pump stations located at Devkota Chowk, Tinpaini, Munali Path, and area around BFM and Pichara pump stations. Project proposes to construct 3 new deep tube wells each at existing Devkota, Tinpaini, Munali Path pump stations and one new pump station at ward no. 5 towards the western part of the metropolitan city. These 3 deep wells at each pump station will produce 1,200 Liter per minute of raw water. Pumped raw water will be pre-chlorinated and will flow through the treatment facilities including removal of iron and manganese. The treated water will be stored in the ground reservoir and will be pumped to the existing overhead tanks at Devkota, Tinpaini and Munali Path. A new pump station which is proposed at ward no. 5, a whole set of 3 deep tube wells, treatment facilities, ground clear water reservoir, 1,200 cubic meter capacity overhead tank and an administrative building will be constructed.

This project will also lay approximately 100 km of transmission and distribution pipe networks. Each pump station will be provided with water quality analysis equipment for regular monitoring of the water quality parameters. The soft component of this project will help NWSC to enhance human resource capacity in water quality management and water distribution management.

Proposed Facility Components of Project: Design period of this project is for 15 years i.e. up to 2035 A.D. The project aims to increase the current service coverage from 35% to 50% by 2027. This expansion of service coverage is expected to benefit around 95,000 population of Biratnagar Metropolitan City. There will be drastic improvement in the water quality and NRW is expected to be reduced to 15% by 2035. Average water supply volume per day will also increase from 9,000 m³/day to 15,000 m³/day. Other than quantitative effects project will have more qualitative benefits to the people of Biratnagar. Improvement of water quality will decrease chance of infection of water borne diseases. It is also expected that customer satisfaction will increase in due time and people will shift from using shallow tube wells to piped water supply in future. The overall aim of this project is to increase the living standards of the people of Biratnagar.



Photo: Proposed No. 5 Pump Station at Ward No. 5, Biratnagar Metropolitan City

Projected Outcomes: Design period of this project is for 15 years i.e. up to 2035 A.D. The project aims to increase the current service coverage from 35% to 50% by 2027. This expansion of service coverage is expected to benefit around 95,000 population of Biratnagar Metropolitan City. There will be drastic improvement in the water quality and NRW is expected to be reduced to 15% by 2035. Average water supply volume per day will also increase from 9,000 m³/day to 15,000 m³/day. Other than quantitative effects project will have more qualitative benefits to the people of Biratnagar. Improvement of water quality will decrease chance of infection of water borne diseases. It is also expected that customer satisfaction will increase in due time and people will shift from using shallow tube wells to piped water supply in future. The overall aim of this project is to increase the living standards of the people Biratnagar.

Current Progress: The detail design works have been completed by the Japanese Consultant and the bidding process has been started. It is projected to complete the selection of contractor by April 2024. In the other hand, the NWSC has secured necessary approval for lease agreement of 0-13-2-1 Bigha Land for No 5 pump station from Government of Nepal on 3rd Magh 2080 (Jan 17, 2024 AD). Beside these, the NWSC has signed MoU with Department of Roads on 24th Paus, 2080 (Jan 09, 2024 AD) for excavation of National Highway in Biratnagar and necessary approval from Biratnagar Metropolitan City on 11th Magh, 2080 (Jan 25, 2024 AD). It is projected to complete this project by April 2026. The Progress of the project has been obtained 72.64% till January 2026.

III. JICA- Technical Cooperation Project

The Project on Capacity Development of Nepal Water Supply Corporation to Improve Water Supply System in Urban Cities

This project which was for duration of 04/2022-03/2026 has almost in completion stage completed. During the closing meeting /Final seminar the Four outputs of this project and its overall goal has been achieved to a particular extent. The four outputs are:

- 1.) Methods to improve the O&M capacity of water supply facilities at pilot branch of NWSC is established.
- 2.) Methods to improve tariff collection capacity at pilot branch of NWSC is established.
- 3.) Water billing process of NWSC is improved.
- 4.) An internal training system utilizing external resources is established at NWSC.

IV: The Beacon Project: Progress towards sustainable safe drinking water in Lahan

Building a Legacy: The Beacon Project/ WaterAid Nepal

WaterAid Nepal is currently implementing the Project entitled “The Beacon Project: Municipality Wide equitable WASH Services in Lahan: A joint initiative of Anglian Water, their Alliance partners, WaterAid, and Nepal Water Supply Corporation (NWSC)” in Lahan municipality, Siraha District of Nepal.

The project has envisioned five key outcome areas as follows:

1. Water security
2. Safe, clean water
3. Sanitation with dignity
4. Sustainable faecal sludge management
5. A legacy that grows



Figure 1: Outcome wheel of the Beacon project

Outcome 1: Water Security

Water Security Research: A Memorandum of Agreement was formalised with the Institute of Engineering (IOE), Tribhuvan University, in July 2025 to strengthen collaborative efforts in advancing water security research. As part of this partnership, two master's-level students have been engaged in conducting in-depth studies focused on water security and groundwater dynamics in Madhesh Province. Their research aims to generate evidence that can support improved understanding, planning, and management of water resources in the region.



Figure 2: Group photo after the presentation from the master's student in WAN office. (PC- WaterAid Nepal: Preeti Mittal)

Borehole production: The average production from nine boreholes for this period has been observed to be 5.3 million litres a day (MLD). The following chart shows the average monthly production scenario:

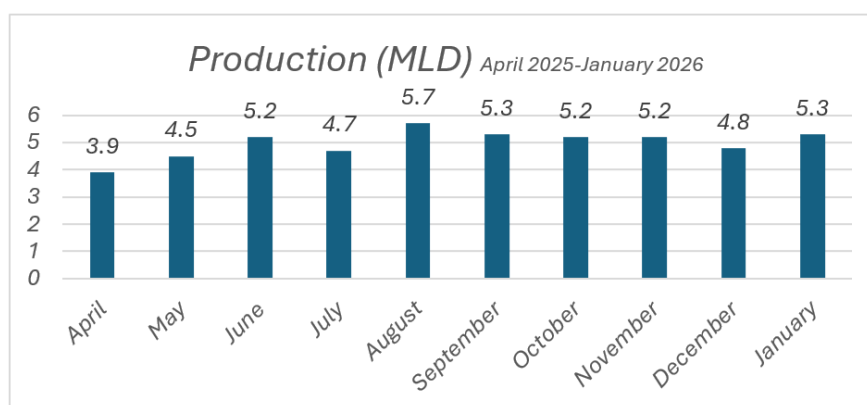


Figure 3: Monthly borehole production scenario

Borehole CCTV survey: This year, four downhole camera survey was carried out within NWSC Lahan at various boreholes for creating the baseline information of new boreholes while other were focused on regular monitoring.

New boreholes construction: This year, NWSC continued its efforts to expand water supply services to Wards 13, 14, and 16. A key milestone was the completion of a new borehole in Ward 16, constructed with support from the Beacon Project to help strengthen the operation of the local water system. With the joint efforts of NWSC and WaterAid Nepal, plans are underway to inaugurate the new system during this year's NWSC Annual Day celebration.

Building resilience boreholes: Two boreholes were constructed last year to the south of the highway, while all the existing boreholes are located to the north. This year, significant efforts were made to bring these new boreholes into operation. However, due to the ongoing construction of the highway, connectivity between the northern and southern sections had been completely disrupted.

Despite this challenge, NWSC Lahan had proactively prepared for this situation by provisioning the new boreholes in advance. This forward-looking approach strengthened the system's resilience, enabling NWSC Lahan to continue providing uninterrupted service to its customers without a single day of downtime.

Leakage repairs: Frequent leaks and bursts due to highway expansion and drainage construction posed challenges. During this period, NWSC repaired 170 leakages on time.



Figure 4: Monthly leakage repair scenario

Outcome 2: Safe Clean Water

Detail assessment on manganese tests: With support from the Beacon Project, NWSC Lahan carried out an extensive water quality, especially manganese monitoring from July to September 2025. This work helped better understand the condition of water sources and the quality of water reaching households. The findings revealed that while many boreholes supplied water within safe limits, several others had high levels of manganese, a naturally occurring mineral that can affect water taste, colour, and long-term system performance. Some parts of the distribution network were more affected than others, meaning not all customers experienced the same water quality. Overall, this initiative has provided NWSC Lahan with valuable, evidence-based insights to help identify priority problem areas, improve treatment practices, and continue enhancing the reliability and safety of the water supply. The support from the Beacon Project has played a key role in building stronger monitoring systems and guiding future improvements.

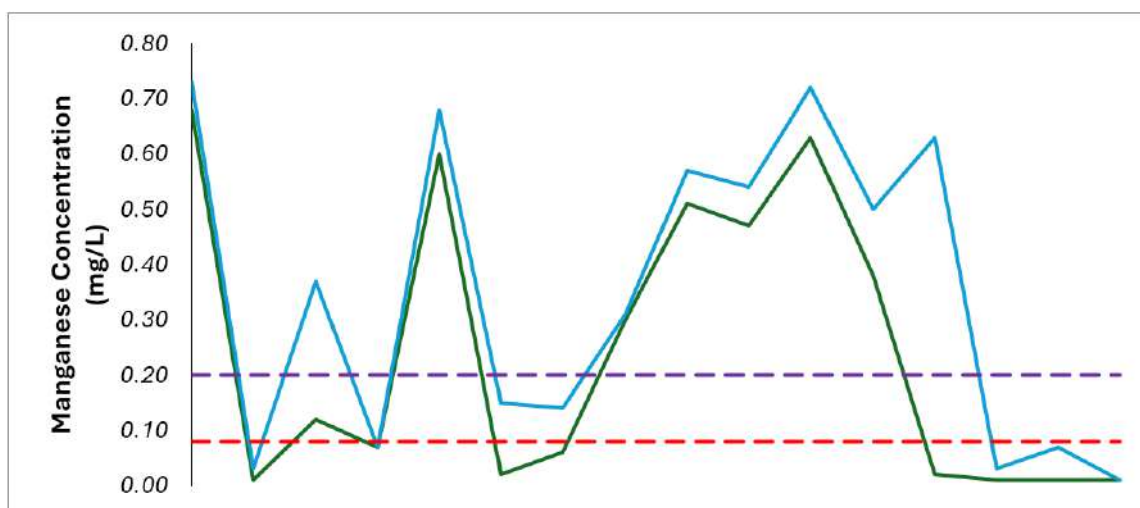


Figure 5: Maximum and Minimum levels of manganese concentration at NWSC Lahan's sixteen primary borehole sites.

Water Safety Plan (WSP) Audit: In February 2026, an independent team of consultants conducted a three-day audit of NWSC Lahan's Water Safety Plan (WSP). The WSP was led by the NWSC Lahan branch office and was strongly supported by the municipality and a local NGO, reflecting a collaborative and coordinated approach to maintaining water safety.

Throughout the past year, NWSC Lahan has carried out multiple monitoring visits and implemented corrective actions as part of the WSP's ongoing implementation. These activities were undertaken in direct response to the recommendations provided during the previous audit and demonstrated the branch office's commitment to continuous improvement and proactive risk management within the water supply system.

District metered Area (DMA): In January 2026, NWSC Lahan established its first District Metered Area (DMA) by installing an electromagnetic flow meter and deploying a data logger. A DMA is a clearly defined section of the water supply network that can be monitored and managed separately from the rest of the system. This helps the utility better understand how much water is being supplied and where losses may be occurring. By dividing the network into smaller, manageable parts, NWSC Lahan improved its ability to track water use, identify issues more quickly, and operate the system more efficiently. The creation of this first DMA marked an important milestone for the branch, providing a strong foundation for reducing Non-Revenue Water (NRW) through better data analysis and timely action. This achievement also sets the stage for developing additional DMAs across the system in the future.

Study on Carbon Emission Calculation and Forecasting of NWSC Lahan in Drinking Water Supply System: With technical support from the Beacon Project, NWSC Lahan completed the first-ever baseline assessment of carbon emissions from a Nepal Water Supply Corporation (NWSC) Lahan branch office. This marked a significant milestone, as the carbon footprint of water supply services in Nepal has historically remained undocumented in national reporting. This pioneering assessment fills an important knowledge gap by measuring emissions from the Lahan water supply system, projecting future trends, and identifying practical

mitigation options. The study aligns closely with Nepal's national climate commitments, including the NDC 3.0 target to develop a greenhouse gas inventory for the WASH sector and expand access to low-carbon, climate-resilient water services. The findings also support the implementation of Nepal's Climate-Resilient WASH Strategy and provide NWSC with a clear evidence base to guide future planning, investment priorities, and resource mobilization. As the first study of its kind within NWSC, this assessment now serves as a guiding document for other branch offices nationwide, helping to advance efforts to reduce emissions and transition towards more sustainable, climate-resilient water supply services.

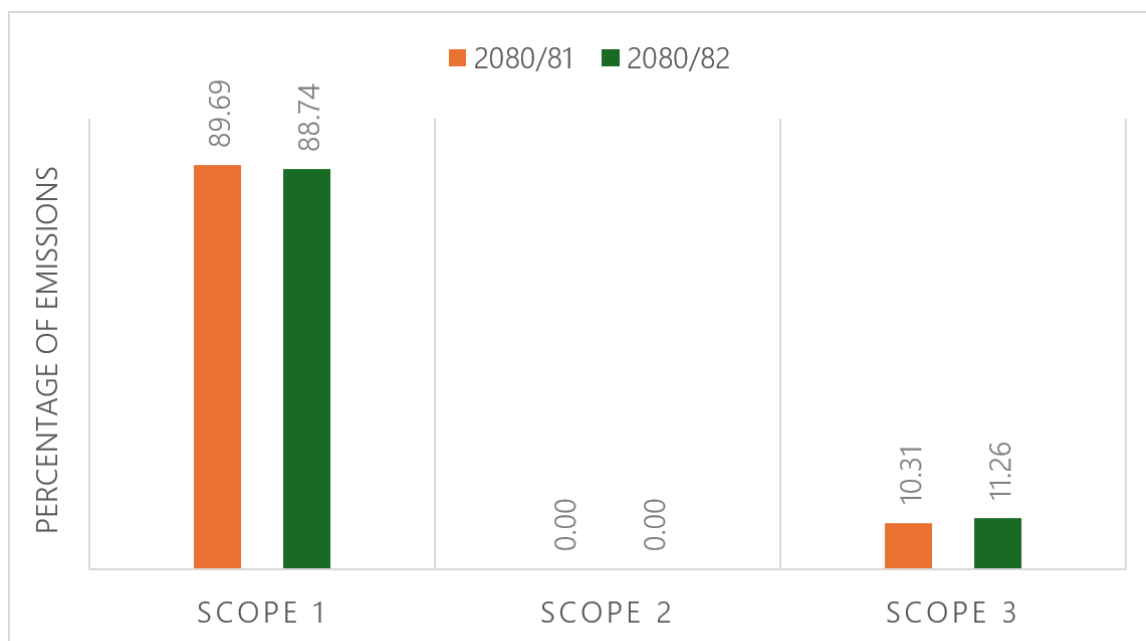


Figure 6: Share of Emissions by Scope (2080/81 and 2081/82)

Learning brief on Chlorination of Piped Water Supply: With support from the Beacon Project, NWSC Lahan prepared its first comprehensive Chlorination Learning Brief, documenting key lessons from the design and operation of its improved inline chlorination system. This brief highlights how effective chlorination supported by consistent Free Residual Chlorine (FRC) levels, low turbidity, proper dosing pump design, safe chlorine handling, and regular monitoring plays a critical role in ensuring safe drinking water for customers. It captures important progress made since the start of the Beacon Project, including the introduction of new chlorination systems, improved borehole designs, enhanced safety practices for operators, and daily water quality monitoring at supply points and customer taps. As the first document of its kind within NWSC, this learning brief now serves as a practical reference for other branch offices, helping guide improvements in chlorination practices across the wider NWSC branch offices.

Learning Sharing Event on Occupational Health & Safety (OHS) and Chlorination Practices: The learning-sharing event, supported by the Beacon Project, was organized by NWSC Lahan with the objective of strengthening NWSC branches' understanding of effective chlorination practices and building a shared culture of Occupational Health & Safety (OHS) across the water supply system. The event aimed to help participants learn from NWSC Lahan's practical experience in improving chlorination practices and workplace safety, while encouraging replication of successful approaches across other NWSC branches.

The workshop brought together branch managers and technical staff from NWSC branches across Madhesh and Koshi Provinces, providing a platform for peer learning and cross-branch exchange. Through this

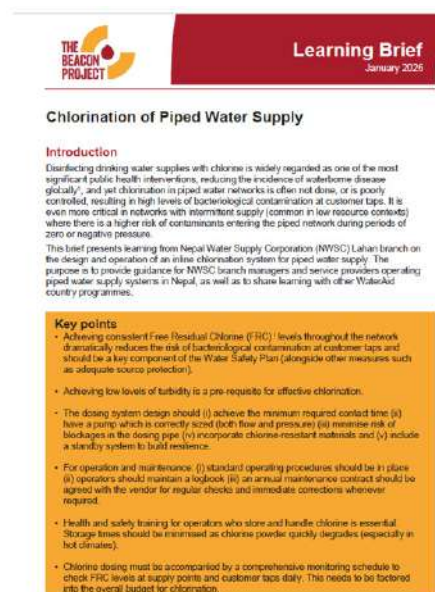


Figure 7: Learning Brief on chlorination of piped water system

participation, the event ensured that the learnings from Lahan reached a broader audience of operational teams who play a critical role in delivering safe and reliable water services.

The training covered two major learning areas. First, participants were introduced to key insights from the Chlorination Learning Brief, which documented Lahan's progress in reducing turbidity, maintaining consistent Free Residual Chlorine (FRC) levels, upgrading dosing systems, improving chemical storage, and strengthening operator safety through proper handling and daily monitoring. Second, the OHS sessions provided hands-on learning on safe chemical handling, working at height & in confined spaces, emergency preparedness, and the correct use of personal protective equipment (PPE). The workshop also showcased Lahan's improvements in risk zoning, housekeeping, chemical storage, and emergency readiness.



Figure 8: Onsite demonstration of inline chlorine dosing system of Lahan (PC- WaterAid Nepal: Sundar Sah)

As a result of the event, participants gained a clearer understanding of practical steps required to enhance both water quality and safety standards within their respective branches. The learnings motivated NWSC teams to adopt similar best practices, commit to developing OHS action plans, and assign designated focal persons for safety oversight. The combined chlorination and OHS learnings were made possible through the Beacon Project partnership which now provide practical models that are guiding improvements across the wider NWSC system.



Figure 9: Group photo after the event (PC- WaterAid Nepal)

Emergency Drought Response - NWSC Lahan's Key Contributions and Learning:

During the 2025 drought emergency in Lahan Municipality, the Nepal Water Supply Corporation (NWSC) Lahan branch played a central role in ensuring safe drinking water reached affected households across six severely impacted wards. In coordination with the Lahan municipality, WaterAid Nepal, and Dalit Jana Kalyan Yuba Club (DJKYC, a local NGO in Lahan), NWSC provided treated water from its production units, enabling the distribution of more than 306,800 liters of safe drinking water over six weeks. NWSC staff supported rapid site preparation for tanker filling, ensured water quality through continuous Free Residual Chlorine (FRC) testing, and worked extended hours to keep supply uninterrupted. The presence of a professional

utility like NWSC in Lahan proved essential facilitating quick mobilization, maintaining drinking-water standards, and enabling two drought-affected communities to receive new NWSC tap connections during the emergency phase. Key learnings were the importance of NWSC's technical expertise, its ability to maintain safe water sources, and the value of strong collaboration with municipal and community structures. These efforts not only reduced immediate public-health risks but also set the foundation for more resilient water supply planning in future emergencies.



Figure 10: Lagrahai community in ward 15 of Lahan Municipality (PC- WaterAid Nepal: Alina Hingmang)

Outcome 5: Legacy that grows

Business Planning Workshop: A draft Business Plan for the Lahan Branch was prepared this year as part of efforts to strengthen long-term service delivery and operational sustainability. To refine the document, a two-day workshop was held where branch staffs and key stakeholders reviewed the draft and provided valuable feedback. Once finalized, the business plan will serve as a strategic roadmap, helping NWSC Lahan enhance operational efficiency, guide tariff revision, and support systematic capacity development for the years ahead.



Figure 11: Panel discussion during business planning workshop (PC- WaterAid Nepal: Dharma Ratna Chitrakar)

Major Meetings and events:

Beacon board meeting - July 2025 and Feb 2026.

Project steering committee meeting.

WASH Plan updated and endorsed by Lahan Municipality.

UK visit from Nepal team – July 2025

WaterAid Bangladesh country director visited NWSC Lahan – August 2025

12. Water Quality Standard adopted by NWSC

The major parameters as mentioned in National Drinking Water Quality Standards-2079 has been incorporated by NWSC and the various branches are testing frequently to ensure the water quality and to ensure the good health and sanitation of consumers. The 19 parameters are compulsory need to test frequently and 9 parameters are tested in different solemnity and context as per need. Among them in table below, the compulsory and major other parameters (total 28nos) are shown for water quality testing.

S.No.	Parameter	Unit	Maximum Concentration Limits	Monitoring Frequency
Physical Parameters:				
1	Turbidity	NTU	5	Daily
2	pH		6.5-8.5	Daily
3	Color	TCU	5	Daily
4	Taste & Odor		Would not be objectionable	Daily
5	Electrical Conductivity	µc/cm	1500	Monthly
Chemical Parameters:				
6	Iron	mg/l	0.3 (3)	Yearly
7	Manganese	mg/l	0.20	Yearly
8	Arsenic	mg/l	0.05	Yearly
9	Fluoride	mg/l	0.5-1.5	Yearly
10	Ammonia	mg/l	1.50	
11	Chloride	mg/l	250	Yearly
12	Sulphate	mg/l	250	Yearly
13	Nitrate	mg/l	50	Yearly
14	Copper	mg/l	1	Yearly
15	Zinc	mg/l	3	Yearly
16	Aluminum	mg/l	0.20	Yearly
17	Total Hardness	mg/l	500	Monthly
18	Residual Chlorine	mg/l	0.10-0.50	Daily
Microbiological Parameters:				
19	E.Coli	CFU/100ml	0	Monthly
Major Other (Physical, Chemical & Microbiological) Parameters:				
1	Total Dissolved Solids	mg/l	1000	
2	Calcium	mg/l	200	
3	Lead	mg/l	0.01	
4	Cadmium	mg/l	0.003	
5	Chromium	mg/l	0.05	

S.No.	Parameter	Unit	Maximum Concentration Limits
6	Cyanide	mg/l	0.07
7	Mercury	mg/l	0.001
8	Nitrites	mg/l	3
9	Total Coliform	CFU/100 ml	0 (in 95% samples)

Source: National Drinking Water Quality Standards-2079

13. Tariff Structure of Piped Water Connection

The current Tariff structure of piped water was revised and effective from 1st Falgun 2070. This tariff structure is insufficient for operation and maintenance, for launching new projects, uplifting the quality of tap water and for meeting the demand of consumers etc. The following table shows the present tariff structure of piped water.

Table 6: Tariff structure of piped water

S.N.	Connection size in Inch	Minimum consumption in Litrs	Metered Tap		Unmetered Tap	
			Minimum charge in NRs	Additional charge per 1000 litrs in NRs	Main Tap	Branch tap
1	½"	10000	110	25	560	200
2	¾"	27000	1490	40	3360	1600
3	1'	56000	3420	40	9200	2700
4	1 1/2"	155000	9600	40	20700	6500
5	2"	320000	21600	40	42300	12000
6	3"	881000	49500	40	131400	33000
7	4"	1810000	97200	40	250200	62000

Tariff per month for public tap is NRs 1600.00

Tariff structure of sewer line connection has been approved as 50% of the piped water bill.

Tariff structure for water deliver by tankers

Table 7: Rate for tanker delivery of water

S.N.	Capacity of tanker in Liters	Rate in NRs (Including service charge)
1	5000	1950
2	6000	2200

14. Problems and Challenges

Financial Problems

- NWSC water tariff rate is very low resulting problems on initial capital investment for water facilities development and has weak operational cost.
- Inadequate budget: The organization has faced challenges in obtaining the necessary budget to implement planned programs.
- High demand for pipeline extensions in all branches, but budget constraints remains.
- The allocated budget from the Nepal government has not been released on time.

Institutional and Administrative Problems

- The Nepal Water Supply Corporation Act, 2046 (1989) has not been amended.
- Nepal Water Supply Corporation's employee regulation had been effective since 2082-01-08 which need to be amendments in various clauses.
- Very difficult to get land for construct of the necessary infrastructure for expansion of water supply services.

Infrastructure and Technical Problems

- Lack of accurate data on the old distribution system has caused technical difficulties in service expansion and maintenance.
- Absence of modern leak detectors, pipe detectors and meter calibration, and lab equipment in most of the branches .
- Need for water treatment systems and water testing laboratories in all branches.

Environmental and Legal Challenges

- Various environmental and legal issues are affecting water supply operations.
- Land acquisition and legal Challenge is present in running Water Supply Projects.

15. Photographs of Special Events & Activities of NWSC



Er. Arjun Babu Dhakal joined the Nepal Water Supply Corporation (NWSC) as General Manager on 2081-11-28.



Chair Person Mr. Dhundi Raj Bhattarai getting his appointment letter as a NWSC chair person from Honorable Ex-Minister Pradeep Yadav, Ministry of Water Supply.



The Lalparsa Water Supply Project of Birgunj Metropolitan City-30 was handed over to the Nepal Water Supply Corporation (NWSC) and was inaugurated by the Honorable ex Minister for Water Supply, Mr. Pradip Yadav, on 2082-01-27.



The Nepal Team participated in the Beacon Project Board Meeting held in the United Kingdom in July 2025.



Hemja Branch visit done JICA Team from Japan with NWSC Technican Staffs.



Discussions were held during the Beacon Project Board Meeting on 29 July 2025 in the United Kingdom.



Training attended by NWSC Technicians at Sapparo City, Japan.



Training attended by NWSC Technicians at Sapparo City, Japan.



Discussion on the Biratnagar Water Supply Improvement Project with the JICA team during the field visit in Biratnagar.



The General Manager presented at the Japan Water Works Association Annual Conference 2025, held in Hiroshima, Japan, from 29 to 31 October 2025, on the topic **“Nepal’s Water Supply Sector: Institutional Setup and NWSC’s Role.”**



Assistant Manager Er. Ashish Karki participated as a panelist in the IWA Congress Workshop and the Preparatory Meeting of the 6th Executive Forum, held in Thailand from 9 to 13 December 2025.



JICA TCP Training For technician and account staffs at Colombo Srillanka.



General Manager Er. Arjun Babu Dhakal presented at the IWA Congress Workshop and the Preparatory Meeting of the 6th Executive Forum, held in Thailand from 9 to 13 December 2025.



IAEA Regional Training Course attended by NWSC Official.



The foundation stone for the NWSC Mahendranagar Branch office building was jointly laid by NWSC Chairperson Dr. Dhundi Raj Bhattra and General Manager Er. Arjun Babu Dhakal on 2082-09-30.



Water supply management through the installation of water tanks at public places and the supply of water by tankers in Birgunj during the drought situation beyond the NWSC service area (social support initiative).



Official visit of the Chair Person and General Manager to the Nepalgunj branch, Banke.



Official visit of Biratnagar Water Supply Improvement Project done by General Manager with JICA Nepal Officials.



Official visit of the General Manager to the Bhadrapur Branch, Jhapa.



A 450 m³ capacity overhead water tank constructed at Siddharthanagar Municipality-12, Srikrishnapath, was inaugurated on 2082-07-28 jointly by the Chairperson of the Nepal Water Supply Corporation (NWSC), Dr. Dhundi Raj Bhattarai, and the General Manager, Er. Arjun Babu Dhakal, in the presence of Board Members Dr. Er. Shanti Kala Subedi and Ms. Madhu Maya.

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