

## Urban Service Delivery: A Case Study of Major States in India

Puspalata Das, Chandrakanti Nayak

Research Scholar

Dept. of Economics and Politics Visva-Bharati West Benga

E-mail: [dpuspa00@gmail.com](mailto:dpuspa00@gmail.com)

[chandrakanti1990@gmail.com](mailto:chandrakanti1990@gmail.com)

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### ABSTRACT

**Corresponding Author:**

**<sup>1</sup>Godson O. Okafor**

This paper studies about the status of urban service delivery in India's major states and its objective relates with urbanisation and its service delivery provided by Local government to developed states are varies in a direct and proportional way and its determined through the help of Coefficient of variation between three basic amenities such as safe drinking water, toilet facilities and availability of electricity supply. Availability of these three basic amenities in several urban areas of India as well as class size cities creates an inequality within region and less developed states still accessing with less compared with other developed states. Drinking water supply increased in a rapid manner and Government as well as private institutions provide through the treated sources like tap water, hand pump and tube wells. For improving the sanitation facilities in urban areas Government provides huge amount of grants through recent programme, Swachha Bharat Abhiyan and other programme Nirmala Bharat Abhiyan also relates with this sanitation campaign.

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**Key Words :** Drinking water, Toilet Facility, Electricity

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### Introduction:

Growing urbanisation depends on service delivery provided by Local-self-government and other private institutions. In India urban service delivery is totally backward compared with other developing nations. Economic development and Urbanisation are complementary related with each other. As per World Bank's report, 55 percent of the GDP comes from urban areas in low income countries whereas 73 percent from middle income countries and 85 percent from high income countries. Zakaria committee given its first report to explain about urban service norm and standards in 1963 and researched five urban amenities i.e. water supply, sewerage, storm water draining, urban roads and street lightings but these service delivery of urban areas are not sufficient as well as it unacceptable (Hpec Report, 2011). At the state level urban amenities like water supply, availability of toilet facilities and electricity are the main concern of the urbanisation. It

also briefly explained by the class size urban population across India. Low levels of amenities are available in both states and class size cities which have given the less improvement in a given period of time. Due to rapid growth of urban population and less investment for urban development creates the problem of infrastructure facilities and basic amenities problem in class size cities and in different towns of the states. Amount of capital investment for particular these purposes was very less during eighties (Kundu, Bagchi and Kundu; 1999).

### **Objectives:**

1. To enquire the availability of service delivery in India's major urban states.
2. To examine the basic amenities availability in class size cities of urban households.

### **Data Source and Methodology:**

Study of India's urban service delivery is based on census of India data and for this particular study we taken four decades census data to explain the wide extent of variation across urban areas of India and also use simple statistical method i.e. coefficient of variation to measure it.

### **Urban service delivery in India through various sources:**

Urban development gives an outlook picture of socio-economic development of a nation or state. As per 2011 census, status of urban service delivery has been increased but growth rate is lesser than the other developed nations. In 1981-91 censuses, there were 6.3 percent of adding household using the safe drinking water which was 75.1 percent in 1981 and later it increased to 81.4 percent in 1991 census later this figure changed to 10 percent more in 2011(Kundu, Bagchi Kundu; 1993). Due to technological change and increase in percapita income, most of the consumption pattern of urban population changed. This changing tendency of urban population in their consumption brings a new look for service delivery in an economy. For raising this urban service delivery, Government of India has developed several organisations such as Ministry of Urban Development, Urban Housing and Development Corporation, Central Public Health and Environmental Organisation (1999) and National Institute of Urban Affairs (NIUA). Government of India adopted a benchmark of service level for urban areas in 2006 with state governments and stakeholders who were published the final benchmark in 2008 by the ministry (HPEC report, 2011).

### **Availability of safe Drinking Water to Urban Household:**

There are various types of basic amenities are provided by state governments and many organisations. Among all, three basic amenities are necessary for the survival of urban households such as safe drinking water facilities, availability of toilet facilities and supply of electricity. Water supply facilities mainly related

with safe drinking water which ultimately influences declining death rate, reduces the incidence of diseases and also save money for ill health expenditure and raises quality of life. Major sources of drinking water are tap water, covered well, hand pump and tube well etc. from 2001 census record we get 61 percent of the household connected individually for safe drinking water supply provided by state government and this scenario changed in 2011 to 76 percent. Near about 47 percent households are having access with safe drinking water within their premises and 36 percent households having near their premises. These above figures are comparatively less than other developed nations like 91 percent in China, 86 percent in South Africa and 80 percent in Brazil (HPEC Report, 2011). Non-availability of 24×7 water supply is a major problem which ignores it in other developed nations.

Explaining the interstate variation of basic amenities in urban areas gives a concrete idea about rising pattern of service delivery. North-eastern states of India gets a less percentage of urban household having related with safe drinking water where most of household depends on stream and pond water which is normally polluted and hygienic whereas southern states of India are in a better conditions. India’s most of the cities have not connected with residential water connections (MoUD, 2010b). Whenever water supply is available in proper adequate manner some of the technical failure also happened due to poor maintenance and inadequate replacement. Commercial activities are losses due to several reasons such as unbilled water consumption, plain theft and leakages of piped water etc. The urban service delivery is poor in India compared with other nations for this non-revenue water management (HPEC Report, 2011) .only 30-35 percent water utilities are covered by operations and maintenance (O & M) cost because of the unwillingness of state government/local government to levy the user charges. In Cambodia and Philippines 100 percent water utilities are covered by O& M cost and in Bangladesh 64 percent.

Some Cities in Karnataka providing continuous water supply (24×7) to three major urban areas such as Hubli-Dharwar, Belgaum and Gulbarga where 20,000 populations are covered i.e. 10 percent of total population in each city (HPEC report, 2011) around five zones of the selected areas. As a result of providing continuous water supply in major cities of India, the system will be get benefitted and citizens also get benefit from economic angel as well as control the unregulated use of ground water. There is no need of domestic storage, domestic filters, booster pumps and any other systems like purchase the mineral water from private suppliers.

**Fig (01): India and its Major States having Access to Drinking Water, 1981 -2011**

State	Proportion of HHs with access to Drinking Water			
	1981	1991	2001	2011

India	75.1	81.4	90.0	91.4
Andhra Pradesh	63.3	73.8	90.2	94.5
Assam	NA	64.1	70.4	70.4
Bihar	65.4	73.4	91.2	94.7
Goa	52.3	61.7	82.1	90.4
Gujarat	86.8	87.2	95.4	97.0
Haryana	90.7	93.2	97.3	96.7
Himachal Pradesh	89.6	91.9	97.0	97.8
Kerala	39.7	38.7	78.9	83.3
Madhya Pradesh	66.6	79.0	88.6	92.1
Maharashtra	85.6	90.5	95.4	95.7
Odisha	51.3	62.8	72.3	79.8
Punjab	91.1	94.2	98.9	98.9
Tamil Nadu	69.4	74.2	85.9	92.9
Uttar Pradesh	73.3	85.8	97.2	97.9
West Bengal	79.8	86.2	92.3	93.9

Source: Census of India, 2011

Above table represents the availability of drinking water among the urban states of India from 1981 to 2011 and its pattern has been raised across the states than before. As per 2011 census Household report, Punjab (98.9) gets highest rank for safe drinking water providing to their urban population followed by Uttar Pradesh (97.9) and Himachal Pradesh (97.8). Kerala gets the lowest rank where only 39.4 percent urban population having safe drinking water and Assam, second lowest rank where only 70.4 percent urban population having access with drinking water. Odisha also have less availability of this basic amenities only 79.8 percent urban population using safe drinking water. This figure is less than the national average of safe drinking water facilities (91.4).

#### **Availability of Toilet Facilities:**

Out of 115.74 million total households in India, 64.16 million households having access with sanitation facilities which is 81 percent of total urban households. As per 2011 census 57.23 million urban households have access with water closet latrine (73 percent), 5.60 million households have access with pit latrine (7 percent) and 1.33 million households i.e. 2 percent having access with other sources of latrine and 14.70 million households have no latrine facilities. National Family Health Survey had given a report about urban toilet facility available in India.

From several literatures and interviews we get lower percentage of population conscious about latrine usage due to lack of awareness, water scarcity, and poor construction and ignorant about Government's huge expense for the sanitation campaign. Flush system of toilet facilities are mostly used by Gujarat, Karnataka, Tamil Nadu and Punjab and these states percapita state domestic product is high. Except these states Delhi and Chandigarh are two Union Territories also used continuously (Kundu, Bagchi and Kundu; 1999) while West Bengal is one of the developed states but it remain backward in sanitation campaign. Similarly Himachal Pradesh, an underdeveloped state but it is highly developed in toilet facilities i.e. most of urban households uses flush toilet system whereas Tamil Nadu, most of the households are not using toilet facilities. Therefore it requires some special kind of attention from planning commission and policy-makers. There are seven undeveloped states having no latrine within their premises as per 2011 census report such as Jharkhand, Odisha, Bihar, Chhattisgarh, Madhya Pradesh, Rajasthan and Uttar Pradesh.

**Table (02): percentage of HHs having access with Toilet Facilities, 1981-2011**

States	Percentage of household have access with toilet facility			
	1981	1991	2001	2011
India	58.2	63.9	80.3	81.4
Andhra Pradesh	44.1	54.6	75.4	86.1
Assam	0.0	86.1	93.4	93.7
Bihar	53.0	56.5	68.2	69
Goa	49.5	55.8	77.6	85.3
Gujarat	60.1	65.7	82.4	87.7
Haryana	58.1	64.3	74.4	89.9
Himachal Pradesh	55.1	60.0	72.7	89.1
Kerala	59.1	72.7	94.3	97.4
Karnataka	53.3	62.5	75.2	84.9
Madhya Pradesh	52.7	53.0	64.1	74.2
Maharashtra	59.4	64.5	89.7	71.3
Odisha	41.9	49.3	59.3	64.5
Punjab	64.8	73.2	88.5	93.4
Tamil Nadu	51.3	57.5	80.7	75.1
Uttar Pradesh	62.1	66.5	76.2	83.1
West Bengal	77.7	78.8	83.6	85

Source: Census of India, 2001

From above description we get basic amenities of toilet facilities have improved in all major states besides Tamil Nadu. Due to unavailability of latrine facilities they use open field for their defecation. Jharkhand and Odisha are two states where lower percentage of population uses flush pit latrine and flushed to piped sewer system. Sanitation facilities are totally backward in these particular states.

Some of the developed states such as Tamil Nadu and Karnataka have high income but it has less contribution towards sanitation facilities. Tamil Nadu (75.1) and Karnataka (84.9) which are less compared than small states like Kerala (97.4), Assam (93.7) and Punjab (93.3). These states toilet facilities are greater than national average which is 81.4 percent as per 2011 census and there percentages are cross over 90 percentages. On the other hand Bihar (69), Jharkhand (67.2), Odisha (64.8) and Chhattisgarh (60.2) are performed less in toilet facilities and it is also less than 70 percent otherwise all other states performed average. Most of the population using open field for their defecation and its difference create a major hindrance in development.

#### **Availability of Electricity facilities:**

Electricity is a major component which has available in both urban and rural areas of India and also it indicate about the standard of living. We measure the coefficient of Variation for all amenities to measure the wide extent of disparity among states and this variation has increased or decreased depends upon the service availability provided to urban dwellers.

**Table (03): Percentage of HHs having Electricity Facilities in Different Urban Areas of India, 2011**

States	Percentage of households access with Electricity facility			
	1981	1991	2001	2011
India	62.5	75.8	87.6	92.7
Andhra Pradesh	52.2	73.3	90.0	97.3
Assam	NA	63.2	74.3	84.1
Bihar	50.1	58.8	59.3	66.7
Goa	NA	NA	94.7	97.7
Gujarat	74.4	83.0	93.4	97.2
Haryana	82.2	89.1	92.9	96.2
Himachal Pradesh	89.4	96.2	97.4	98.1
Kerala	54.6	67.7	84.3	97.0
Madhya Pradesh	56.4	72.5	92.3	92.7
Maharashtra	70.5	86.1	94.3	96.2
Odisha	51.7	62.1	74.1	83.1

Punjab	85.4	94.6	96.5	98.3
Tamil Nadu	61.6	76.8	88.0	96.1
Uttar Pradesh	54.6	67.8	79.9	81.4
West Bengal	57.9	70.2	79.6	85.1

Source: Household Tables census of India, 1981-2011

From above table we conclude except Bihar, all states have sufficient electricity supply and most of states cross over the national average supply of electricity. Major concern for explaining electricity supply is to measure an interstate variation between two decades 2001-11. Following CV table explained about the all three basic amenities and their coefficient of variation in two periods.

**Table (04): Coefficient of Variation for three basic amenities across the major States, 1981-2011**

Basic Amenities	CV for all three basic amenities			
	1981	1991	2001	2011
Drinking Water Supply	36.38	20.01	10.34	8.67
Toilet Facility	17.61	15.59	12.74	11.51
Electricity Supply	46.69	32.24	12.49	10.04

Source: Census of India, 2011

Above table measures the coefficient of variation for all three amenities provided to urban dwellers and also shows here coefficient of variation declining from 1981 to 2011 in a significant manner. Mainly, drinking water supply facility provided to urban dwellers has increased in a rapid way as a result Government of India controlled viral and epidemic diseases. It concludes that regional variation for service delivery has decreased within four periods.

**Table (05): Percentage of Households covered by Amenities in different size class of urban centres in 2011**

Class size cities	Electricity	Improved Source of Drinking Water	Flush Toilets
Mega city (5 million and more)	99.1	89.7	96.2

Large city (1 million to 5 million)	95.9	97.0	87.4
Small city (1 lakh to 1 million)	93.6	95.0	80.9
Large town (50,000 to 1 lakh)	90.2	96.3	79.6
Small towns (less than 50,000)	89.2	92.3	64.6
All urban areas	93.1	94.1	78.7

Source: National Family Health Survey, 2005-06

Above table gives a picture of urban households has access with these above three amenities. Service availability in Mega cities is in a better condition where urban population is more than five million, 99.1 percent of households have access with electricity supply for domestic usage whereas 96.2 percentages access with flush toilet access and only 89.7 percentages have access with improved source of drinking water. Drinking water supply is lower than two other basic amenities.

### **Conclusion:**

From above discussions, we get the better result for urban service delivery in latest census period than before. Government of India gave more concentrate towards electricity availability from the beginning than other two amenities such as drinking water and sanitation facility. Collection of untreated source of drinking water has declined and majorly urban dwellers are depending on treated source like tap water and tube well. As a result, various bacterial diseases and femine has prevented as well as regional disparity also reduced in a significant manner? Swachha Bharat and Nirmal Bharat Abhiyan are two programmes relate with sanitation improvement and Government provides huge amount of grants to keep the environment clean. After provide all this good quality of amenities India can grows towards a developing nations. Nevertheless some of the states have improving their conditions and some backward states are still now underdeveloped towards their basic amenities. Due to lack of basic amenities private investments are giving less emphasize to improve their activities within or outside a country. During these two decades large of the poor states have progressed in their basic amenities while some developed states remains at a stagnant position?

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