

‘Only 4% of city gets 24/7 supply’: Report flags massive disparity in Mumbai’s water distribution

Amid the shortfall, slum pockets bear the highest brunt with the report finding that only 45 lpcd water is supplied in slums daily.



Amid low average supply and disparities, complaints related to water supply saw a rise of 88 per cent in the past decade.

Mumbai received only an average of 5.37 hours of water per day in 2024, with only four per cent of the city pockets receiving round-the-clock supply, a report published by Praja foundation on Tuesday found. Flagging stark disparity in water supply in the metropolis, the study shows that slum pockets only receive 45 litres per capita per day (lpcd) as against 135 lpcd water supplied in the non-slum belts of the city.

Titled The Status of Civic Issues in [Mumbai](#), the Praja Foundation on Tuesday released its annual report surveying civic amenities ranging from water, sewage, solid waste management, toilets and air quality. The data, procured through RTI and the civic environmental status report (ESR) report, shows that Mumbai faces a shortfall of 15 per cent in its daily water supply. “The total water supply to the city is 3,975 million litres per day

(MLD), while the total demand is 4,664 MLD, resulting in a water supply gap of 689 MLD,” the report flagged.

Amid the shortfall, slum pockets bear the highest brunt with the report finding that only 45 lpcd water is supplied in slums daily. This is a stark departure from the 135 lpcd water supplied in other parts of the city, which is in tune with the norms of Urban and Regional Development Plans Formulation and Implementation. With the lack of adequate water supply in slums, residents here are also compelled to shell out Rs 729 per month for water tankers — which is much higher than the monthly cost of Rs 25.76, which is spent on [water supply per day](#) in non-slum areas.

“The promise of 24/7 water supply remains unfulfilled, with only eight per cent of the city zones receiving round-the-clock water supply in 2024. Mumbai’s [water supply](#) system struggles with significant disparities between the available water resources and how they are distributed throughout the city,” said Milind Mhaske, CEO of Praja Foundation.

According to the report, while only four per cent areas — in T ward — received 24 hours of water supply in 2024, 42 per cent areas across nine wards in places like Colaba, Bandra and Andheri got ten hours of average water supply. Meanwhile, wards like B ward (Mazgaon) and C ward (Chandanwadi, Kalbadevi) received only two hours of average water supply.

“Out of the 287 zones, 206 zones (71 per cent) receive only upto four hours of water supply,” the report added.

Amid low average supply and disparities, complaints related to water supply saw a rise of 88 per cent in the past decade. Over 14,522 water supply related complaints were raised by citizens on the CCRS portal whereas 7,728 complaints had been raised in 2015. “In 2024, of the total complaints, 44 per cent pertained to the shortage of water,” said manager of research and analysis at Praja, Shreyas Chorgi.

As complaints surged, the time taken to resolve these issues also saw a spike. According to the report, overall complaints registered by citizens saw a spike of 70 per cent in the past decade even as the resolution time for the complaints rose from 32 days in 2023 to 41 days in 2024.

While 1.15 lakh complaints were raised on an array of civic issues on Mumbai’s Centralised Complaint Registration System (CCRS) in 2024, the total complaints registered in 2015 was much lower at 67,773.

Amongst the highest complaints, solid waste management related complaints saw a jump of a staggering 380 percent in the past decade. Over 25,031 SWM related complaints were registered in 2024 as against 5,213 complaints in 2015. Meanwhile, pollution related complaints have also seen a spike of 334 percent between 2015 and 2024.