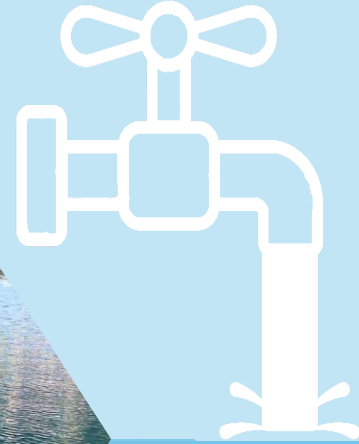


Annual Report

18th Anniversary

2082



Kathmandu Upatyaka Khanepani Limited

काठमाण्डौ उपत्यका खानेपानी लिमिटेड

Tripureshwor Marga, Kathmandu, Nepal

त्रिपुरेश्वर मार्ग, काठमाण्डौ, नेपाल





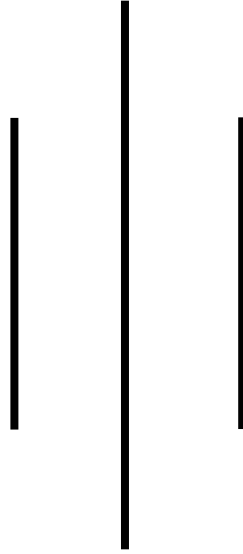
Kathmandu Upatyaka Khanepani Limited

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Annual Report

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18th Anniversary



Tripureshwor Marga, Kathmandu, Nepal

त्रिपुरेश्वर मार्ग, काठमाण्डौ, नेपाल

www.kukl.org.np

info@kukl.org.np

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Tripureshwor Marga, Kathmandu, Nepal

Publication Date: Falgun, 2082

Copies: 500

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मा. डा. मदन प्रसाद परियार

मन्त्री

खानेपानी मन्त्रालय

सिंहदरबार, काठमाडौं, नेपाल

नेपाल सरकार
Government of Nepal

Hon'ble Dr. Madan Prasad Pariyar

Minister

Ministry of Water Supply

Singhadurbar, Kathmandu, Nepal



प.सं.

च.नं.

Message from Hon. Minister of Water Supply

It gives me great pleasure to extend my warm congratulations to Kathmandu Upatyaka Khanepani Limited (KUKL) on the occasion of its 18th anniversary. This milestone reflects KUKL's continuous efforts and commitment toward providing safe, reliable, and sustainable water supply and wastewater services to the residents of Kathmandu Valley.



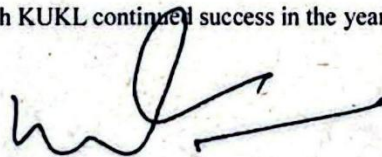
Water supply and sanitation are fundamental to public health, environmental protection, and overall socio economic development. In a rapidly urbanizing Kathmandu Valley with increasing population pressure and limited water resources, the role of KUKL has become even more critical. Despite numerous challenges, KUKL has made notable progress in expanding infrastructure, improving service delivery, strengthening institutional capacity, and enhancing wastewater management systems.

The Government of Nepal remains fully committed to strengthening the water supply and sanitation sector. Projects such as the Melamchi Water Supply Project, rehabilitation and construction of water treatment plants, reservoirs, distribution networks, and wastewater treatment facilities are crucial steps toward addressing long standing water scarcity and environmental concerns. I appreciate KUKL's efforts in implementing these projects and ensuring equitable water distribution.

I would like to acknowledge the dedicated efforts of KUKL's Board of Directors, management, engineers, technicians, and staff for their tireless service. I also extend my sincere appreciation to development partners, local governments, regulatory bodies, and stakeholders for their continued cooperation and support.

On this occasion, I encourage KUKL to further strengthen good governance, customer oriented service delivery, and sustainable water management practices. I am confident that KUKL will continue to play a pivotal role in improving the quality of life of the people of Kathmandu Valley.

I wish KUKL continued success in the years ahead.



(Hon. Dr. Madan Prasad Pariyar)
Minister

Hon'ble Dr. Madan Prasad Pariyar
Minister





Ref.No.:

Government of Nepal

MINISTRY OF WATER SUPPLY



Phone: 4211693

Fax: 977-1-4211433

Singhadurbar,

Kathmandu, Nepal



Message from Secretary

I am pleased to congratulate the Kathmandu Upatyaka Khanepani Limited (KUKL) on the occasion of its anniversary. This important milestone reflects KUKL's continued efforts and institutional commitment toward providing reliable water supply and sanitation services to the residents of Kathmandu Valley.

The access to safe Water and sanitation plays a vital role in safeguarding public health and environmental sustainability. In the context of increasing population, rapid urbanization, and growing demand for water in Kathmandu Valley, KUKL's responsibility has become more crucial. Despite many challenges, KUKL has made commendable progress in Water Supply service delivery, system rehabilitation, service optimization, and wastewater management.

The Ministry of Water Supply is undergoing major sectorial reforms and launching investment programs, including source augmentation, improvement of distribution networks, reduction of non-revenue water (NRW) and enhancement of wastewater treatment facilities. In this regard, KUKL's role in operationalizing and sustaining these investments is highly appreciated. The Ministry remains committed to providing necessary policy guidance, institutional and budgetary support, and coordination to strengthen KUKL's performance.

I would like to acknowledge the efforts of the KUKL Board of Directors, management team, technical personnel, and staff for their dedication and professionalism. I also appreciate the contributions of development partners, regulatory agencies, local governments, and other stakeholders for their continued cooperation.

On this occasion, I encourage KUKL to further strengthen good governance, NRW reduction operational efficiency, customer service, capacity building and sustainable water management practices. I wish a continued success of KUKL in fulfilling its mandate in the years to come.


(Bishwo Babu Pudasaini)
Secretary



नेपाल सरकार
खानेपानी तथा सरसफाइ सेवा महसुल निर्धारण आयोग



काठमाडौं
नेपाल सरकार
खानेपानी तथा सरसफाइ सेवा महसुल निर्धारण आयोग
विज्ञान, काठमाडौं

प.सं. :
च.नं. :



Congratulations & Best Wishes

On the auspicious occasion of the 18th anniversary of Kathmandu Upatyaka Khanepani Limited (KUKL), I extend my sincere congratulations and best wishes to the esteemed Board of Directors, management team, employees, stakeholders, and valued customers of KUKL, on behalf of the Water Supply and Sanitation Service Tariff Fixation Commission (WSSTFC) family and on my own behalf.

Over the past eighteen years, KUKL has made significant contributions toward improving water supply and sanitation services for the residents of Kathmandu Valley. Noteworthy initiatives such as integration of Melamchi water, development of DMA-based distribution systems, strengthening of bulk water distribution mechanisms, and enhancement of treatment facilities reflect the organization's strong commitment to service reliability, efficiency, and equity.

Despite persistent challenges related to water scarcity—though the gap between demand and supply has significantly narrowed compared to the past, rapid urbanization, aging infrastructure, and operational constraints, KUKL has demonstrated resilience and a consistent focus on service improvement. Efforts undertaken in operational efficiency, reduction of Non-Revenue Water, adoption of digital monitoring systems, and institutional capacity building are encouraging steps toward sustainable water supply management.


Having closely witnessed KUKL's journey through periods marked by severe supply deficits and intense public criticism due to inadequate water services, it is encouraging to note that these difficult phases have largely been overcome. Service indicators are being improved, and customer confidence is gradually strengthened. However, challenges related to achieving sound financial health and long-term sustainability to manage its financial liabilities still remain and it seeks strategic attention of the Company.

As a public utility, customer target plan & good governance are fundamental pillars for effective service delivery. In this regard, WSSTFC remains committed in supporting KUKL through fair, transparent, and service-oriented tariff structures that contribute to institutional stability, improved service quality, and enhanced customer satisfaction.

I am hopeful that with strengthened governance, efficient management practices, dedicated human resources, and constructive engagement with stakeholders, KUKL will continue to advance as a reliable, efficient, and customer-focused utility.

On this special occasion, I once again extend my best wishes to the entire KUKL family for continued success in delivering safe, reliable, and sustainable water and sanitation services to the people of Kathmandu Valley.

With best wishes,


Er. Rudra Pd. Gautam
Chairman
Water Supply and Sanitation Service Tariff Fixation Commission





Government of Nepal
KATHMANDU VALLEY WATER SUPPLY MANAGEMENT BOARD
Sainbu, Bhaisepati, Lalitpur



Message from the Executive Director, KVWSMB


It is my pleasure to extend my sincere congratulations and best wishes to Kathmandu Upatyaka Khanepani Limited (KUKL) on the occasion of its 18th anniversary. Established on 13 February 2008 under a 30-year lease and license agreement with the Kathmandu Valley Water Supply Management Board (KVWSMB), KUKL has been entrusted with the vital responsibility of providing drinking water and wastewater services to the residents of Kathmandu Valley.

Kathmandu Valley continues to experience a significant gap between water demand and supply due to rapid urbanization, population growth, changing consumption patterns, and the growing impacts of climate change on water sources. In this challenging context, KUKL's role has become increasingly complex. The Board recognizes these constraints and appreciates KUKL's continued efforts to manage limited resources while striving to ensure equitable and reliable water distribution.

The integration of Melamchi water into the Valley stands as a landmark achievement in the water supply sector. In parallel, the handover and operation of major infrastructures-including the Bulk Distribution System (BDS), the Melamchi Water Treatment Plant at Sundarjial, and the DMA-based distribution network-represent a significant institutional transition. The DMA system, in particular, provides a strong foundation for improving operational efficiency, controlling water losses, and reducing Non-Revenue Water (NRW). At the same time, the phased transfer of these systems poses operational, technical, and financial challenges that require careful planning and close coordination. KVWSMB also appreciates KUKL's proactive initiatives to manage alternative water sources such as the Bagmati River, Riberma River, and Dhap Dam during periods when Melamchi water is unavailable. These efforts reflect KUKL's commitment to minimizing service disruptions and maintaining continuity of supply for Valley residents.

As the asset owner and regulator, KVWSMB remains committed to supporting KUKL through policy guidance, coordination, and strategic oversight. We are confident that with strengthened governance, efficient operations, improved financial discipline, and constructive stakeholder engagement, KUKL will continue to enhance public trust and move toward sustainable and reliable service delivery.

On this milestone anniversary, I extend my best wishes to the Board of Directors, management, employees, and all stakeholders of KUKL for continued progress and success. I am confident that KUKL will further strengthen its performance in the years ahead, in line with the expectations of the people of Kathmandu Valley.


(Dr. Dol Prasad Chapagain)
Executive Director





Message from the Chairman of the Board of Directors

On the auspicious occasion of the 18th anniversary of Kathmandu Upatyaka Khanepani Limited (KUKL), I would like to extend my heartfelt greetings and sincere appreciation to our valued customers, stakeholders, and dedicated employees.

I would first like to express my sincere gratitude to the people of Kathmandu Valley for their continued patience, trust, and cooperation. Despite the challenges we face in meeting the growing demand for a safe and reliable water supply, your understanding and support have been a constant source of encouragement for the company.

I would also like to commend and congratulate the entire KUKL family, our management, engineers, technical staff, and field workers, who continue to work tirelessly, often under challenging conditions, to optimize limited water resources and infrastructure to ensure equitable and scheduled water distribution. Your dedication and professionalism are the backbone of KUKL's progress.

With the gradual augmentation of water supply through the Melamchi Water Supply Project and continuous improvements in treatment plants, reservoirs, pipeline networks, and wastewater management systems, KUKL is steadily moving toward improving service quality and coverage across the Valley. Parallely, strengthening institutional capacity through human resource development, adoption of modern technology, and skill enhancement remains a key priority.

As a public-private partnership organization, KUKL remains committed to transparent governance, sound policy decisions, and customer focused service delivery. The Board of Directors will continue to provide strategic guidance to ensure sustainable and efficient water and wastewater services.

I would like to sincerely thank the Ministry of Water Supply, Kathmandu Valley Water Supply Management Board, Water Supply Tariff Fixation Commission, development partners, municipalities, regulatory bodies, employee unions, and all stakeholders for their invaluable support and cooperation.

On this milestone anniversary, let us renew our collective commitment to building a reliable, sustainable, and resilient water supply system for Kathmandu Valley.



Mr. Kamlesh Kumar Agrawal

Chairman

Board of Directors

Kathmandu Upatyaka Khanepani Limited (KUKL)





Kathmandu Upatyaka Khanepani Limited

Main Office



Message from the Chief Executive Officer

On the 18th Annual Day of Kathmandu Upatyaka Khanepani Limited (KUKL), we extend our honest gratitude and sincere appreciation to all our valued customers, dedicated employees, respected stakeholders, regulators, and esteemed development partners. Your continued trust, cooperation, and collaboration have been the foundation of our journey and achievements over the years.

Since its establishment, KUKL has carried the vital responsibility of managing and delivering water supply and wastewater services across the Kathmandu Valley. Operating in a rapidly growing urban environment, shaped by complex infrastructural, environmental, and resource challenges, our mission has always been both demanding and deeply meaningful. We remain committed to ensuring reliable, safe, and equitable water services that support the health, dignity, and well-being of the communities we serve.

The commissioning of the Melamchi water supply system, reinforcement of the Bulk Distribution System, expansion of DMA-based distribution networks, and the implementation of SCADA-enabled system management have substantially strengthened our ability to manage water resources more effectively. In addition to these infrastructure improvements, KUKL has placed a strong emphasis on institutional development through human resource enhancement, capacity-building initiatives, and the gradual modernization of operational and billing systems.

KUKL's progress has been the result of a truly collective endeavor. I extend my heartfelt appreciation to the Ministry of Water Supply, Kathmandu Valley Water Supply Management Board, Water Supply and Sanitation Service Tariff Fixation Commission, development partners such as ADB, WB and JICA, local governments, regulatory agencies, trade unions, and all stakeholders for their ongoing guidance and support. Above all, I am grateful to our customers for their patience, cooperation, and continued trust.

Addressing Non-Revenue Water, improving service efficiency, enhancing water quality monitoring, and ensuring financial sustainability remain key priorities for the organization. We are steadily moving toward data-driven operations, improved customer services, and transparency through the use of modern technology and streamlined processes.

As we mark this significant milestone, let us reaffirm our commitment to providing safe, dependable, and sustainable water and wastewater services to the people of the Kathmandu Valley. Through sustained collaboration and dedication, I am confident that KUKL will continue progressing toward long-term water security and excellence in service delivery. With renewed determination, innovation, and partnership, KUKL looks forward to strengthening service quality, enhancing sustainability, and building a more resilient water and wastewater system for the future.

Thank you all for being an integral part of KUKL's journey. Together, we will continue to serve, improve, and grow.



Mr. Ashok Kumar Paudel
Chief Executive Officer



Tripureshwor, Kathmandu
Email : info@kathmanduwater.org
www.kathmanduwater.org

Tel: 4117356, 4117357
4117358, 4117359





Kathmandu Upatyaka Khanepani Limited
Project Implementation Directorate
Anamnagar, Kathmandu



Ref. No. 664/0821083



Message from KUKL – Project Implementation Directorate (PID)

On behalf of the Project Implementation Directorate (PID), Kathmandu Upatyaka Khanepani Limited (KUKL), I extend my heartfelt congratulations to KUKL on the occasion of its anniversary and completion of another year of dedicated service to the people of Kathmandu Valley.

As the sole water supply and wastewater service provider in the Valley, KUKL holds immense responsibility as well as strong potential for institutional growth and public trust. Over the years, KUKL has made commendable progress in strengthening water supply systems, expanding infrastructure, and improving service delivery despite various technical, financial, and operational challenges.

The Project Implementation Directorate has been actively involved in the construction of key water supply and sanitation infrastructures, including reservoirs, distribution networks, treatment plants, and sewerage systems. These investments are crucial for enhancing service coverage, improving water quality, and ensuring long-term sustainability of the Valley's water supply system. We firmly believe that the successful operation and management of these assets by KUKL will significantly contribute to customer satisfaction and public confidence.

On this occasion, I would like to express our best wishes for KUKL to achieve greater heights by prioritizing quality service delivery, operational efficiency, and consumer satisfaction. I also wish to reaffirm PID's unwavering commitment to providing continuous technical and institutional support to KUKL in the operation and management of water supply and sanitation facilities.

I extend my sincere appreciation to the management and staff of KUKL for their dedication and cooperation, and I wish the organization's continued success in the years ahead.


.....

Er. Tika Bahadur Chaudhari
Project Director
KUKL – Project Implementation Directorate (PID)



Board of Directors



Chairperson

Mr. Kamalesh Kumar Agrawal

Nepal Chamber of Commerce



Director

Er. Kamal Raj Shrestha

Ministry of Water Supply, GoN



Director

Mrs. Muna Raut

Ministry of Water Supply, GoN



Director

Mr. Nurnidhi Neupane

Kathmandu Metropolitan City



Director

Er. Ram Ratan Shah

Kathmandu Metropolitan City



Director

Er. Pradip Paudel

Lalitpur Metropolitan City



Director

Er. Manish Subedi

Mahalaxmi Municipality



Company Secretariat

Mr. Dipendra Bahadur Oli

Kathmandu Upatyaka Khanepani
Limited



Top Management



Mr. Ashok Kumar Paudel
Chief Executive Officer



Mr. Prakash Kumar Rai
Manager
Administration & Finance
Department



Er. Ramesh K.C.
Manager
Planning and Support
Department



**Er. Umesh Babu
Marahatta**
Manager
Operation Department



Er. Ujjwal Shrestha
Manager
Waste Water Operation
Division



Er. Manish Dhungana
Manager
Support Division



Er. Ila Bhatta
Deputy Manager
Production Division



Er. Milan Thapa
Deputy Manager
Water Operation
Division



Er. Narayan Karna
Deputy Manager
Planning and Monitoring
Division



**Mr. Yogendra Bahadur
Bam**
Deputy Manager
Admin. & H.R. Division



Mr. Chet Raj Bajgai
Deputy Manager
Finance Division



Mrs. Shailaja Adhikari
Assistant Manager
Water & Wastewater Quality
Assurance Division



Organization Structure of KUKL

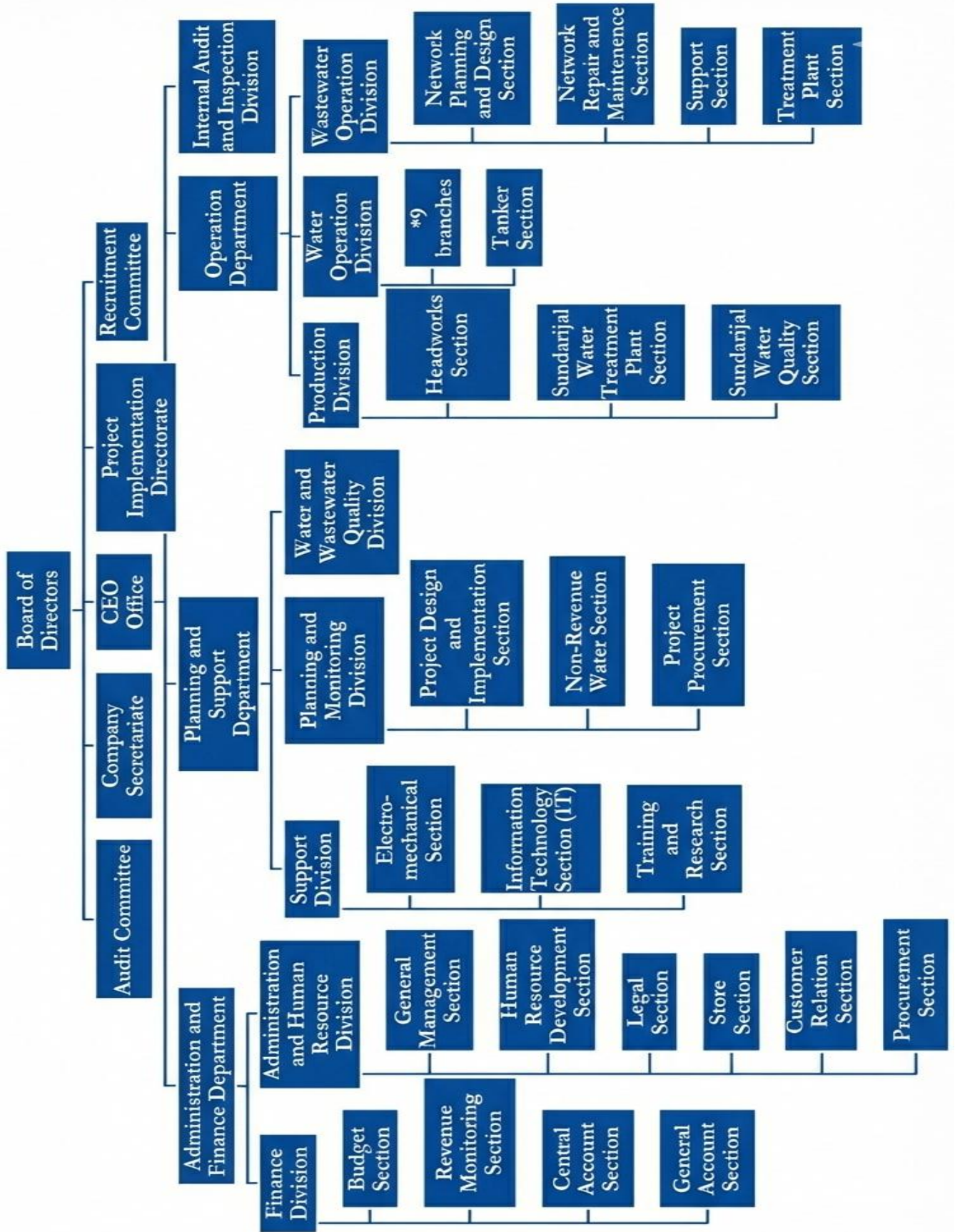


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Introduction

Kathmandu Upatyaka Khanepani Limited (KUKL) operates as the primary water utility provider for the Kathmandu Valley, functioning as an autonomous water company established through the Public Private Partnership (PPP) model and registered under the Nepal Government's Company Act 2063. As the exclusive water company, KUKL is responsible for delivering comprehensive drinking water and wastewater services across the Kathmandu Valley. Its origins can be traced back to institutional reforms initiated after the establishment of the government-owned public water system in 1893. Since officially launching its services in February 2008, KUKL has remained dedicated to supplying drinking water and managing wastewater services in the Kathmandu Valley. Mirroring the growth of the Kathmandu Valley, KUKL has

experienced significant expansion over the years and consistently explores innovative solutions to address water stress in the region. Operating as an efficiently organized entity, KUKL is committed to fostering the welfare of its employees. Additionally, the company shoulders the responsibility of operating and managing the Melamchi Drinking Water Project, making a substantial contribution to the availability of drinking water in the Kathmandu Valley.

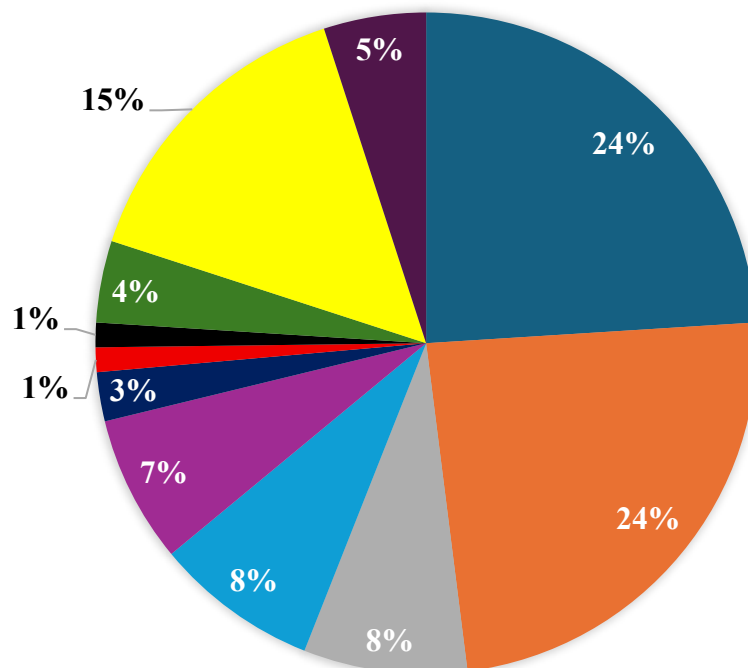
From its inception, KUKL has placed a consistent emphasis on delivering high-quality service within its designated service area, actively tackling the water crisis in the Kathmandu Valley. The company proactively extends its service areas and invests in water resilience capabilities to ensure a sustainable water future for the Kathmandu Valley.



Fig: Sundarimal Water Treatment Plan

Present Shareholders Structure of KUKL

S.N.	Shareholders	Share Amount (NRs)	Share (%)
1	Government of Nepal, Ministry of Water Supply	24 Crore	24
2	Municipalities of Kathmandu Valley	40 Crore	40
	Kathmandu Metropolitan City	24 Crore	24
	Lalitpur Metropolitan City	8 Crore	8
	Other 16 Municipalities of Kathmandu Valley	8 Crore	8
3	Private Sector Organizations	12 Crore	12
	Nepal Chamber of Commerce	7.2 Crore	7.2
	Federation of Nepal Chamber of Commerce & Industry	2.4 Crore	2.4
	Lalitpur Chamber of Commerce	1.2 Crore	1.2
	Bhaktapur Chamber of Commerce	1.2 Crore	1.2
4	Employees Trust	4 Crore	4
5	Share to be issued to Public	15 Crore	15
6	Share to be issued to Employees	5 Crore	5
	Total	1 Arab	100



- Government of Nepal, Ministry of Water Supply
- Kathmandu Metropolitan City
- Lalitpur Metropolitan City
- Other 16 Municipalities of Kathmandu Valley
- Nepal Chamber of Commerce
- Federation of Nepal Chamber of Commerce & Industry
- Lalitpur Chamber of Commerce
- Bhaktapur Chamber of Commerce
- Employees Trust
- Share to be issued to Public
- Share to be issued to Employees

Chairman of Board of Directors in KUKL Till Date

Name of Board member & Chairman	Name of Nominees Organization	Date of Chairman Nominees	Tenure Date
Mr. Birendra Man Shakya	Government of Nepal	2063/11/29	2064/5/19
Mr. Suresh Kumar Basnet	Nepal Chamber of Commerce	2064/5/27	2064/8/23
Dr. Mr. Janak Raj Shah	Government of Nepal	2064/8/24	2065/09/27
Mrs. Timila Thapa Yami	Government of Nepal	2064/10/22	2065/10/06
Mr. Dhruva Bahadur Shrestha	Independent Member	2065/10/22	2068/01/03
Mr. Prayag Lal Joshi	Independent Member	2068/10/24	2069/08/22
Mrs. Timila Thapa Yami	Government of Nepal	2069/08/25	2069/12/10
Mr. Sanjaya Raj Upadhyaya	Kathmandu Metropolitan City	2069/12/11	2071/03/03
Mr. Suresh Kumar Basnet	Nepal Chamber of Commerce	2071/03/01	2073/12/03
Mr. Ghana Shyam Bhattarai	Government of Nepal	2073/12/07	2074/09/06
Mr. Dhaniram Sharma	Kathmandu Metropolitan City	2074/09/07	2074/12/22
Mr. Surya Raj Kandel	GoN, Ministry of Water	2075/03/22	2076/06/08
Mt. Ramakanta Duwadi	GoN, Ministry of Water	2076/08/04	2077/10/26
Mr. Tiresh Prasad Khatri	GoN, Ministry of Water	2077/10/27	2080/12/22
Mr. Kamlesh Kumar Agarwal	Nepal Chamber of Commerce	2080/12/23	Till Date

Timeline of Executive Chiefs of KUKL

Er. Mr. Gyanesh Nanda Bajracharya	Appointed as Deputy General Manager in 2064-11-10.
Mr. Richard Austin	•Appointed as General Manager in 2064-11-30.
Er. Mr. Rudra Prasad Gautam	Appointed as Managing Director in 2065-12-14 and General Manager in 2072-05-22.
Er. Mr. Kiran Prakash Amatya	Appointed as Acting General Manager in 2068-02-27.
Mr. Kalyan Singh Thapa	Appointed as Acting General Manager in 2069-06-19.
Er. Mr. Chandra Lal Nakarmi	Appointed Officiating General Manager in 2070-09-23 and General Manager in 2071-10-27.
Er. Mr. Rudra Prasad Gautam	Appointed as General Manager in 2072-05-22.
Er. Mr. Indra Man Suwal	Appointed as Executive Chief in 2072-09-05.
Dr. Mr. Mahesh Prasad Bhattarai	Appointed as General Manager/ CEO in 2072-10-13.
Er. Mr. Milan Kumar Shakya	Appointed as Chief Executive Officer in 2076-06-09 and in 2077-05-08.
Mr. Gyanendra Bahadur Karki	Appointed as Chief Executive Officer in 2079-08-21
Mr. Ashok Kumar Paudel	Appointed as Chief Executive Officer in 2080-12-02 till date.

Key Financial Highlights

Table: Key Financial Highlights of KUKL

S.N.	Name Of Ratios	Ratio				
		FY 2077/78	FY 2078/79	FY 2079/80	FY 2080/81	FY 2081/82
1	Gross Profit Ratio	280.46	(82.27)	75.42	(228.83)	(231.93)
2	EBITDA (Earning Before Interest, Tax, Dep & Amortization)	(170,221,088.14)	633,389,192.76	(186,387,326.09)	(537,744,344.37)	482,485,708.12
3	Current Ratio	0.69	0.76	0.71	0.64	0.62
4	ROCE (Return On Capital Employed)	(2.26)	(9.84)	(10.44)	(3.33)	(0.24)
	Debt Equity Ratio	(2.91)	(3.64)	(3.01)	(2.64)	(2.86)
6	Operating Ratio	(12.00)	12.54	16.34	21.85	2.05

Note: The Financial Data of FY 2080/81 and FY 2081/82 are based on unaudited data.

Table: Commercial Activities of KUKL

S.N	Indicator	Unit	FY 2077/78	FY 2078/79	FY 2079/80	FY 2080/81	FY 2081/82
1	Total Billing	NPR (in '000)	858,147	936,975	1,030,732	1,122,834	1,377,586
2	Total Collection	NPR (in '000)	824,431	950,506	1,130,995	1,224,889	1,453,382
3	Total Arrears	NPR (in '000)	1,879,741	2,169,173	2,239,114	2,290,116	2,411,458

Note: The Financial Data of FY 2080/81 and FY 2081/82 are based on unaudited data.

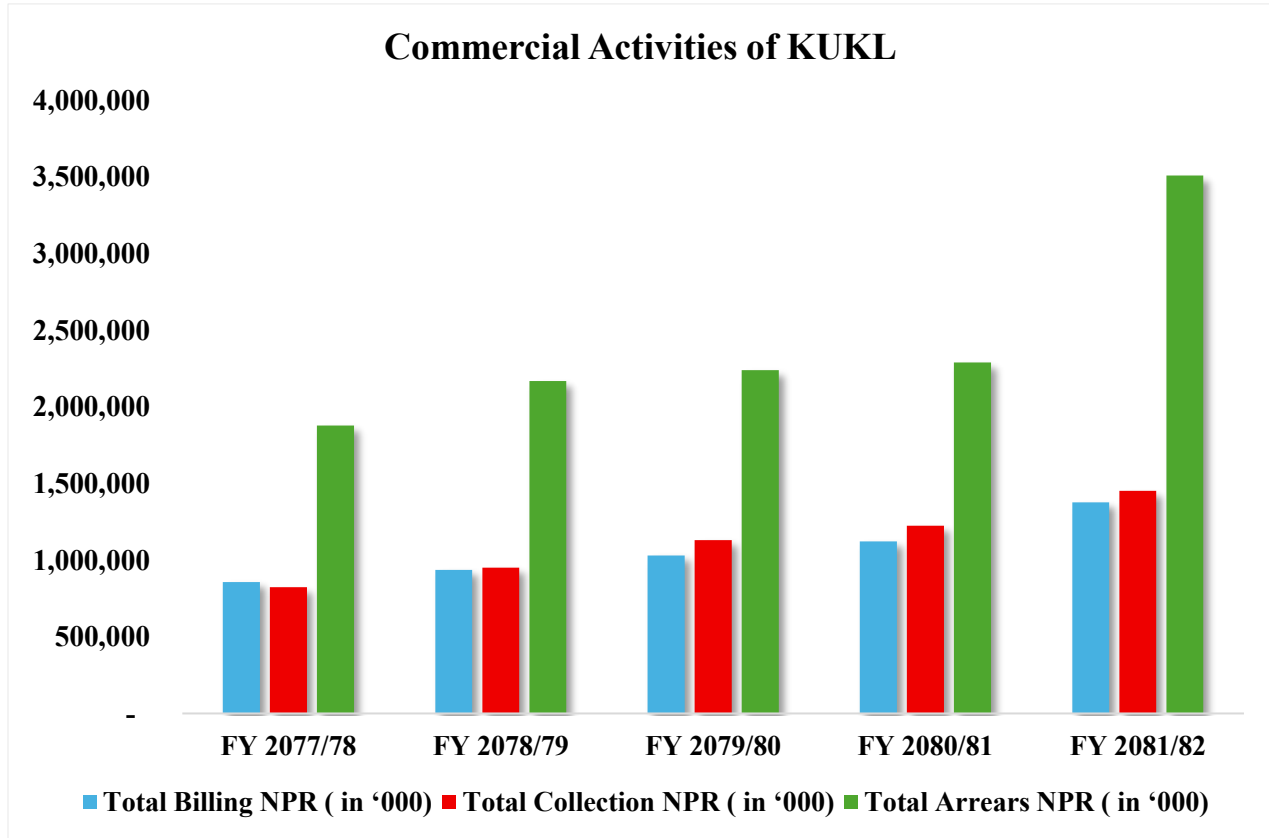
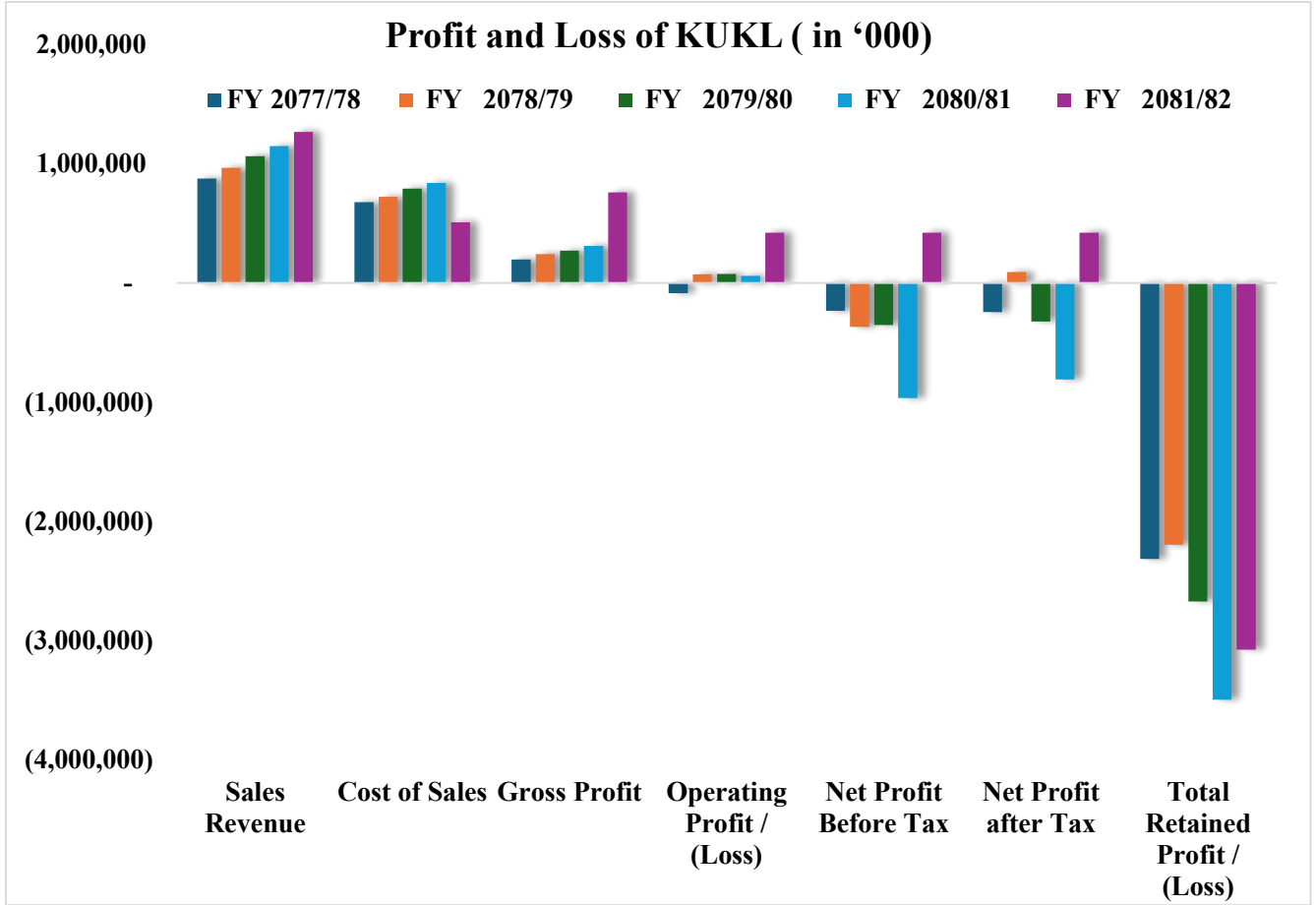


Table: Statements Of Financial Position of KUKL (in '000)

S.N	Indicator	FY 2077/78	FY 2078/79	FY 2079/80	FY 2080/81	FY 2081/82
	Assets					
1	Current Assets	3,586,344	4,874,639	4,499,864	4,711,870	4,860,537
2	Noncurrent Assets	765,040	798,437	764,622	922,770	973,269
	Total Assets	4,351,384	5,673,076	5,264,486	5,634,640	5,833,806
	Liabilities And Equity					
3	Current Liabilities	5,558,220	6,425,807	6,337,061	7,405,234	7,825,623
4	Noncurrent Liabilities	1,067,349	1,398,304	1,544,196	1,672,853	1,142,859
5	Equity	(2,274,185)	(2,151,035)	(2,616,771)	(3,443,447)	(3,134,676)
	Total Liabilities and Equity	4,351,384	5,673,076	5,264,486	5,634,640	5,833,806

Note: The Financial Data of FY 2080/81 and FY 2081/82 are based on unaudited data.



Note: The Financial Data of FY 2080/81 and FY 2081/82 are based on unaudited data.

Table: Budget Summary (FY 2081/82) (in '000)

S.N.	Description	Budgeted Amount	Budget Source	Actual Expenditure	Financial Progress (%)	Remarks
1	Capital Expenditure	36,000	Internal	31,021	86%	
2	Capital Expenditure	392,699	Loan	288,259	73%	
3	Operating Expenditure	1,580,447	Internal	989,170	63%	
4	Operating Expenditure	0	Loan	-		

Note: The Financial Data of FY 2080/81 and FY 2081/82 are based on unaudited data.

Human Resource Status

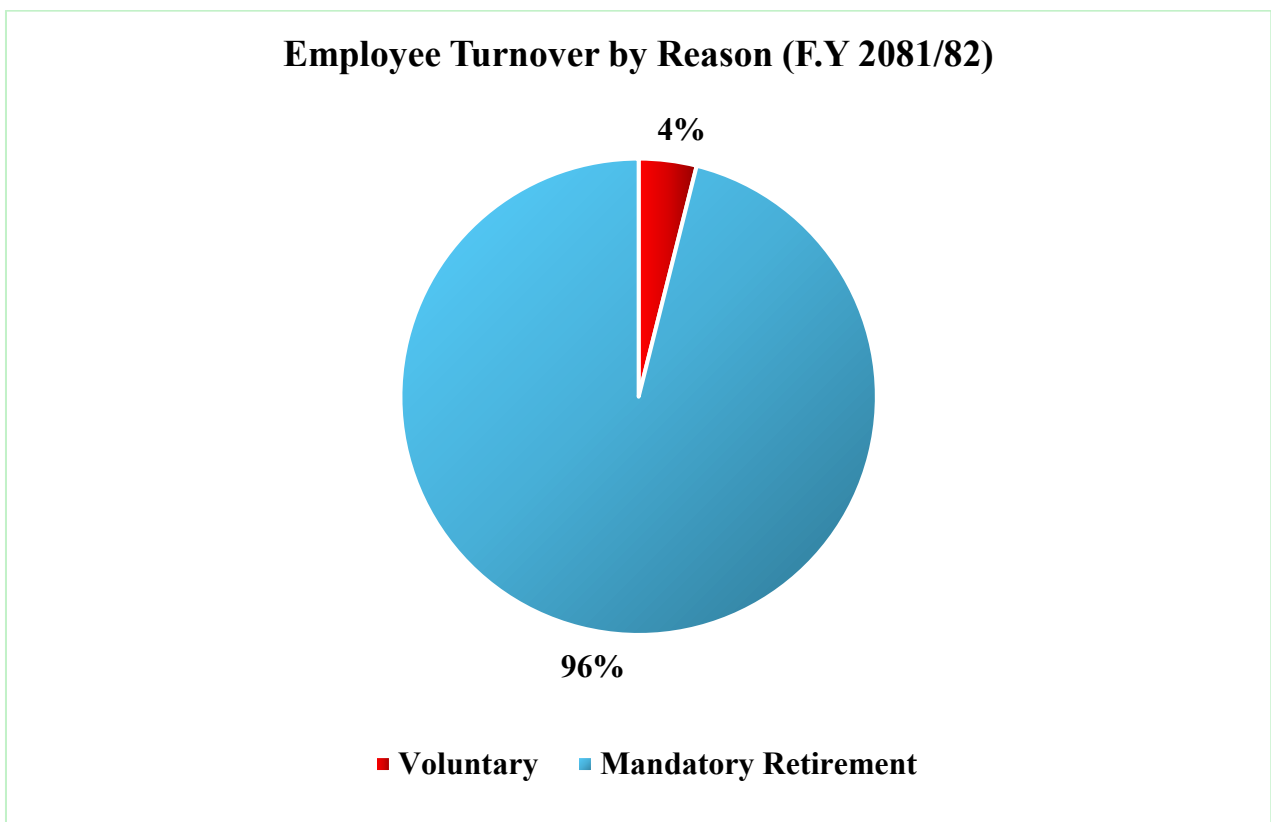
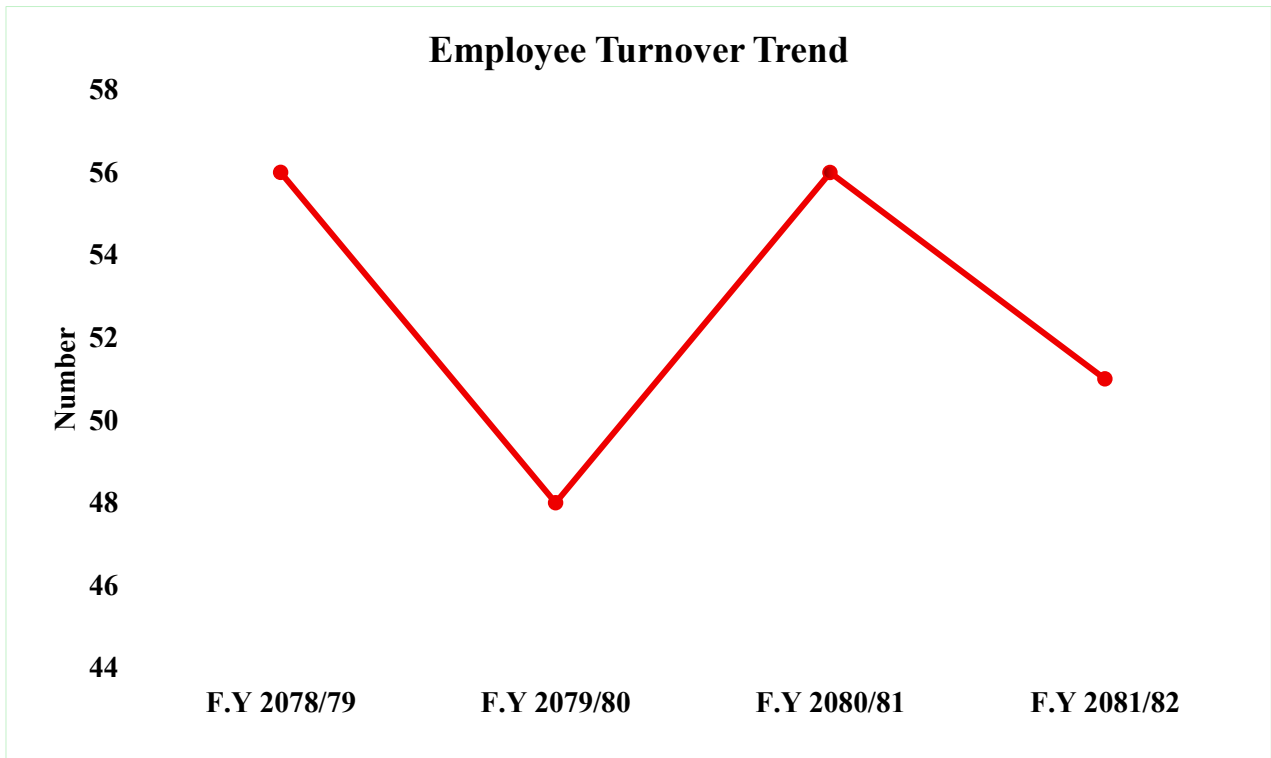
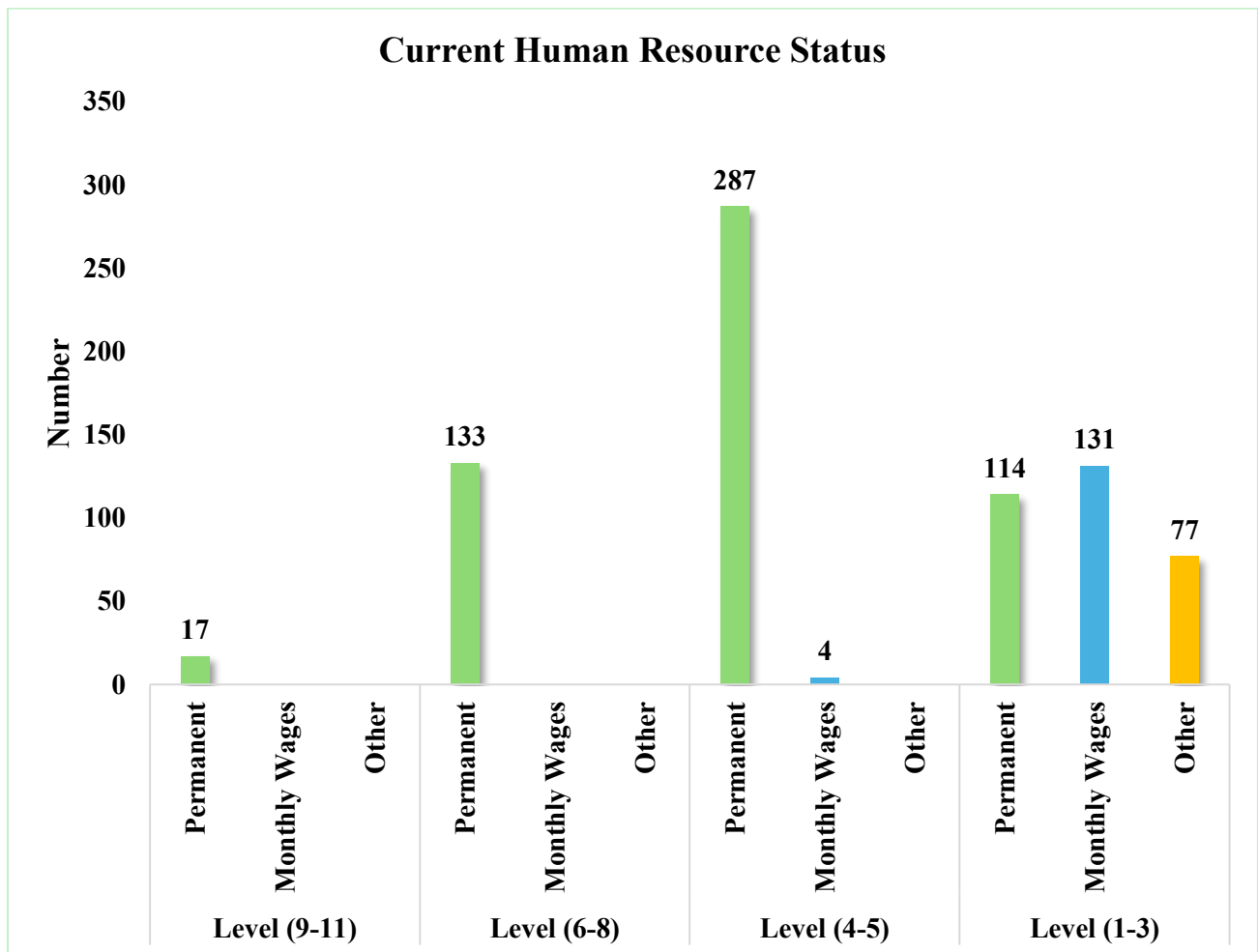


Table: Human Resource Status



S. N	Level	Category	Approved Position (in No)	Presently Fulfilled (Up to Mangsir,2082)
1	9-11	Technical	22	9
		Non-Technical	11	8
2	6-8	Technical	86	58
		Non-Technical	82	56
3	4-5	Technical	191	92
		Non-Technical	324	178
4	1-3	Technical	460	97
		Non-Technical	208	51



Service Areas of KUKL

1. KUKL Service Area for Water Supply

KUKL manages 9 branch offices dedicated to the production and operation of water supply components. Following the restructuring of local bodies within the Kathmandu Valley, the updated service areas of KUKL are detailed in the table below.

Chhetrapati Branch Office 	Kathmandu Metropolitan City	Ward No. 15, 17, 18, 19, 24, 25, 26, 27, 28
	Nagarjun Municipality	Ward No. 2,3,4,5
Tripureshwor Branch Office 	Kathmandu Metropolitan City	Ward No. 11,12,13,14,20,21,22,23
	Nagarjun Municipality	Ward No. 9, 10
Maharajgunj Branch Office 	Kathmandu Metropolitan City	Ward No. 1,2, 3, 16, 26, 27, 28
	Tokha Municipality	Ward No. 1 -11
	Tarkeshwor Municipality	Ward No. 1 -11
Mahankalchour Branch Office 	Kathmandu Metropolitan City	Ward No. 4, 5, 6, 7, 8
	Gokarneshwor Municipality	Ward No. 1 – 9
	Budhanilkantha Municipality	Ward No. 1- 12,
	Kageshwori – Manohara Municipality	Ward No. 6, 7
	Shankarapur Municipality	Ward No: 4,6,7
Kirtipur Branch Office 	Kirtipur Municipality	Ward No. 1 -10
	Dakshinkaali Municipality	Ward No. 2,3,5,6,7
Lalitpur Branch Office 	Lalitpur Metropolitan City	Ward No. 1 - 27
	Mahalaxmi Municipality	Ward No. 4
	Godawari Municipality	Ward No. 6,10, 11, 12, 13

Bhaktapur Branch Office 	Bhaktapur Municipality	Ward No. 1-10
	Suryabinayak Municipality	Ward No. 4,5, 6,8
	Chaungunarayan Municipality	Ward No. 1,2,5,6,7
Madhyapur Thimi Branch Office 	Madhyapur Thimi Municipality	Ward No. 1-9
	Changunarayan Municipality	Ward No. 1
Baneshwor Branch Office 	Kathmandu Metropolitan City	Ward No. 9,10,29,30,31,32

2. KUKL Service Area for Wastewater Services

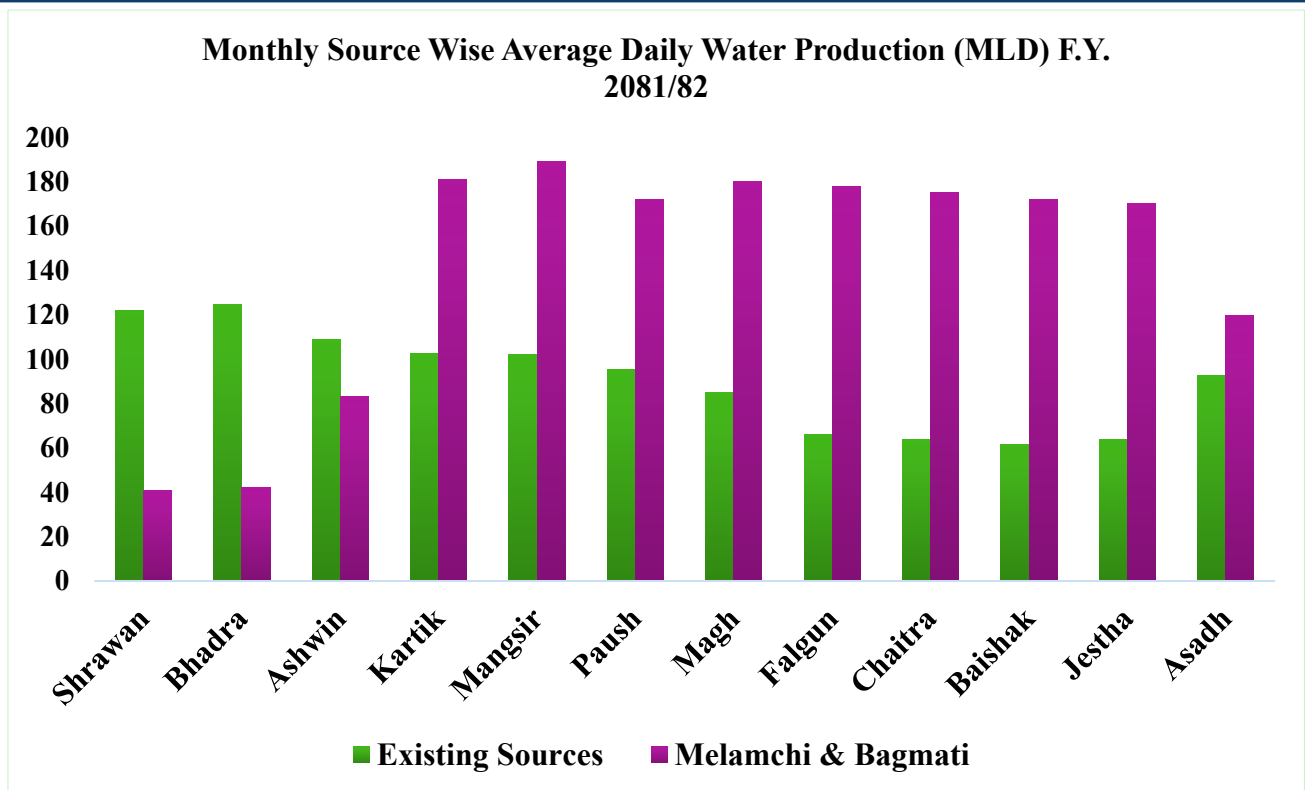
KUKL provides wastewater services to whole area covered by all water supply branch offices of KUKL.



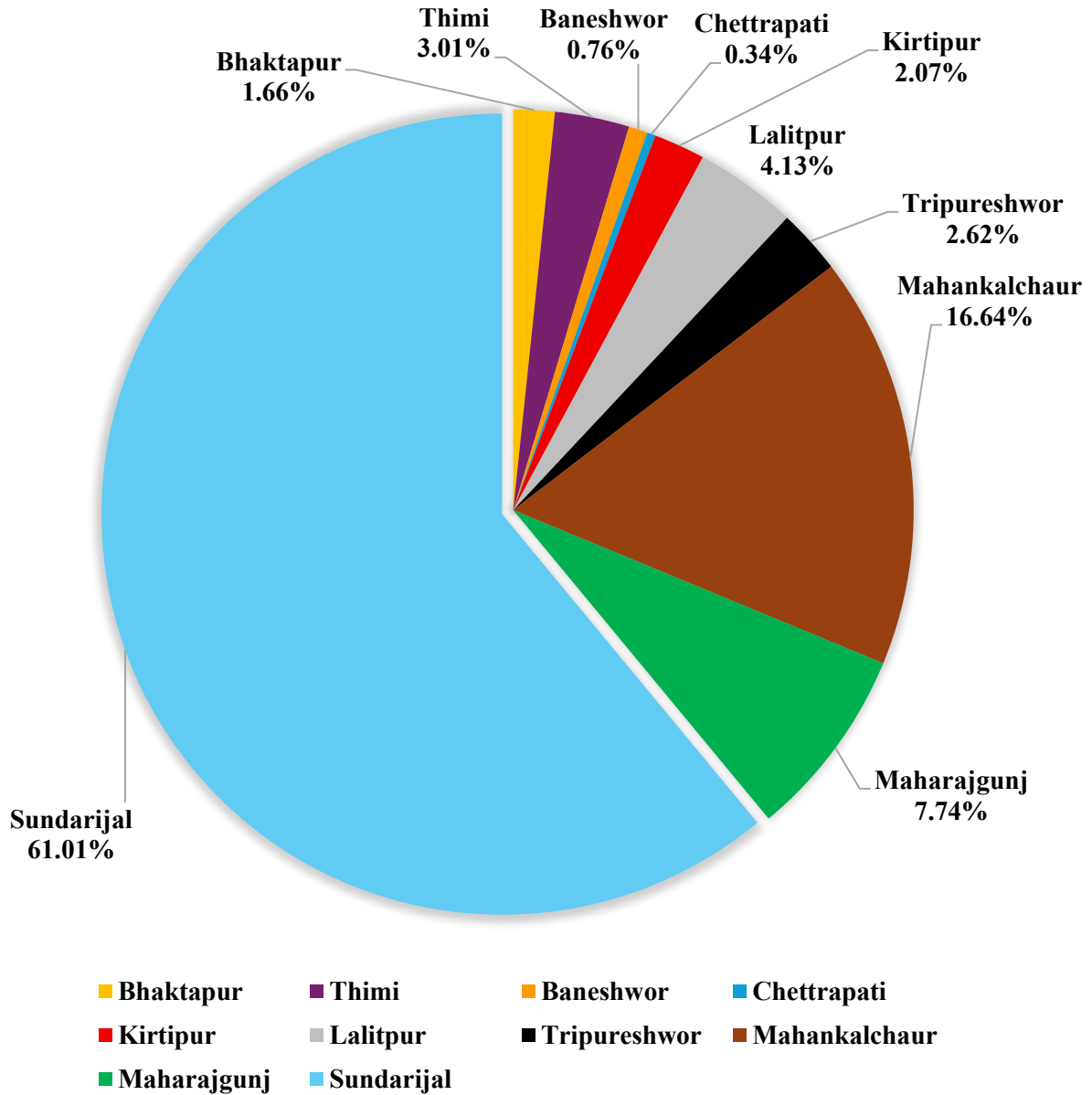
Water Production and Distribution Status (FY 2081/82)

S.N.	Description	Quantity (Million Litres Per Day)
1	Demand	514
2	Production of water from existing sources	
A.	Minimum Production	61.64
B.	Maximum Production	124.83
C.	Average Production	91.03
3	Production of water from existing sources and Melamchi , Riverma & Bagmati water	
A.	Minimum Production	162.75
B.	Maximum Production	283.7
C.	Average Production	232.42

Month-wise Average Daily Water Production (Source Based) for F.Y. 2081/82



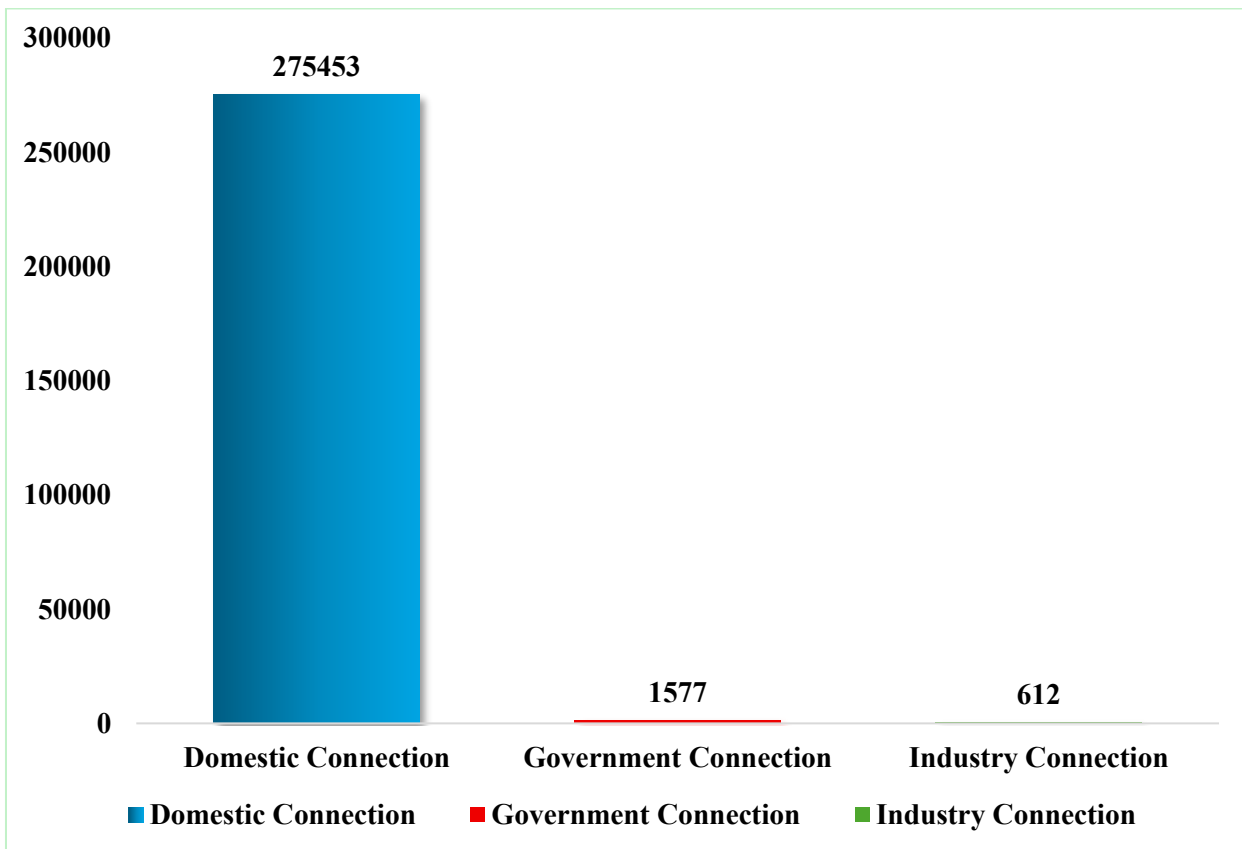
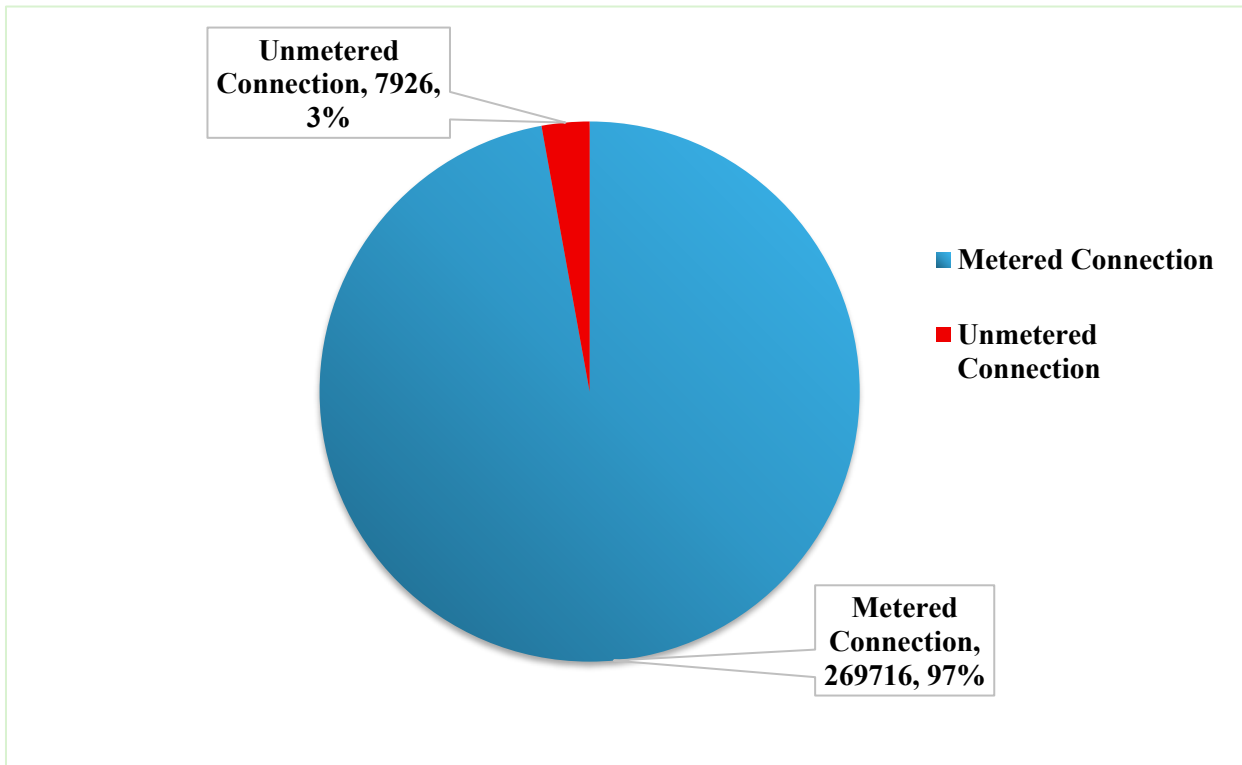
Branch Based Month-wise Average Daily Water Production (MLD) from Surface Source for F.Y. 2081/82



Distribution of Water by Tanker (F.Y. 2081/82)

Month	Capacity (5000 Litres)			Capacity (6000 Litres)		
	Private trips	Public Trips		Private trips	Public Trips	
		Fully Subsidized	40% Subsidized		Fully Subsidized	40% Subsidized
Sharwan	310	31	28	1105	97	59
Bhadra	466	41	20	964	57	52
Ashoj	349	34	25	702	41	31
Kartik	302	23	20	638	57	34
Mangsir	505	38	28	501	36	26
Poush	317	13	26	667	40	26
Magh	166	12	22	909	42	32
Falgun	412	22	20	817	61	26
Chaitra	533	34	24	983	33	32
Baisakh	303	11	25	737	29	31
Jestha	485	23	22	565	14	29
Ashad	374	21	26	779	34	30
Total	4522	303	286	9367	541	408
Month	Capacity (9000 Litres)			Total trips		Total of Private and Public Trips
	Private trips	Public Trips		Private trips	Public Trips	
		Fully Subsidized	40% Subsidized			
Sharwan	398	9	8	1813	232	2045
Bhadra	381	8	7	1811	185	1996
Ashoj	326	14	3	1377	148	1525
Kartik	223	4	2	1163	140	1303
Mangsir	269	4	2	1275	134	1409
Poush	281	5	3	1265	113	1378
Magh	206	3	2	1281	113	1394
Falgun	162	2	1	1391	132	1523
Chaitra	239	1	3	1755	127	1882
Baisakh	242	5	3	1282	104	1386
Jestha	275	6	4	1325	98	1423
Ashad	397	16	3	1550	130	1680
Total	3399	77	41	17288	1656	18944

Consumer Water Connections (2082 Poush)



Major Activities Highlights of KUKL In Fiscal Year 2081/82

1. Bhaktapur Branch



Fig: Water supply pipeline (4" and 2" dia. HDPE) extension work completed at Brahmayani, Bhane, Bhaktapur increasing the service area of the KUKL.

2. Baneshwor Branch



Fig: 100mm dia. Pipeline Improvement at Ganesh Marg (To improve the distribution line, Reduce the pipeline leakage & new water line connection work has been completed)

Fig: 90mm dia. Pipeline Improvement Works at Singhadurbar (To improve the distribution line, Water Supply hours Management & New Tap Connection work successfully)

3. Tripureshwor Branch



Fig: Filter Media wash at Khusibu Water Treatment Plant.



4" Dia. Pipeline Maintenance work at Thulovarang.



Fig: 16" valve and pipeline rehabilitation work damaged by flood at Kantipur colony

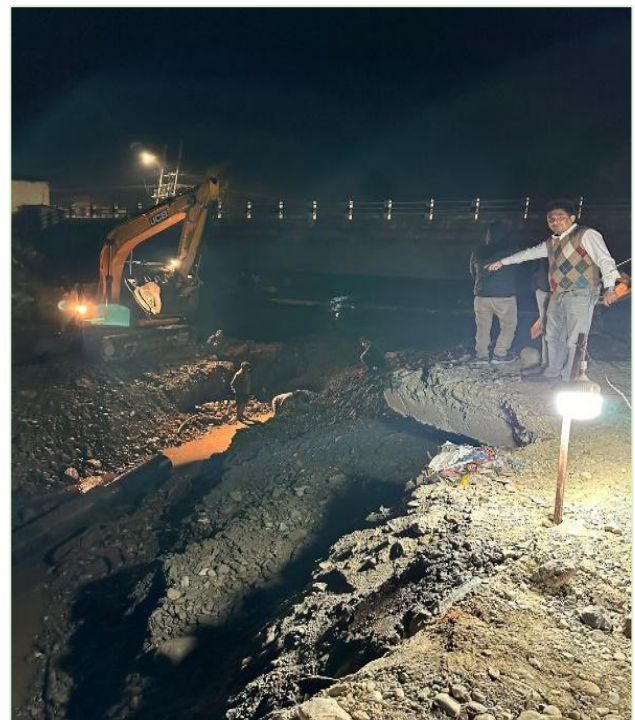


Fig: 16" Pipeline rehabilitation work at Nakhhu bridge damaged by Flood

4. Mahankalchaur Branch



Fig: For increasing service area, 4" HDPE pipeline was extended in the Bhangal area. This pipeline has enabled the connection of 200 households that were previously not integrated into the water supply network.



Fig: Leakage repair works were carried out near Budhanilkantha Mandir. The area had been experiencing frequent leakages, and the completion of this work has reduced inconveniences for local residents while also minimizing the risk of accidents

5. Sundarijal Branch



Fig: Installation of Remote vacuum regulator (RVR)



Fig: Installation of Chlorine leak detector (CLD)



Fig: Servicing & Greasing of Valves



Fig: Servicing & Greasing of Valves



Fig: Maintenance of Rapid Sand filter actuator system



Fig: Installation of VFD for Backwash Pump system

6. Production Division



Fig: BDS Maintenance at Sorakhutte



Fig: BDS repair at Machhapokhari



Fig: BDS repair at Banasthali

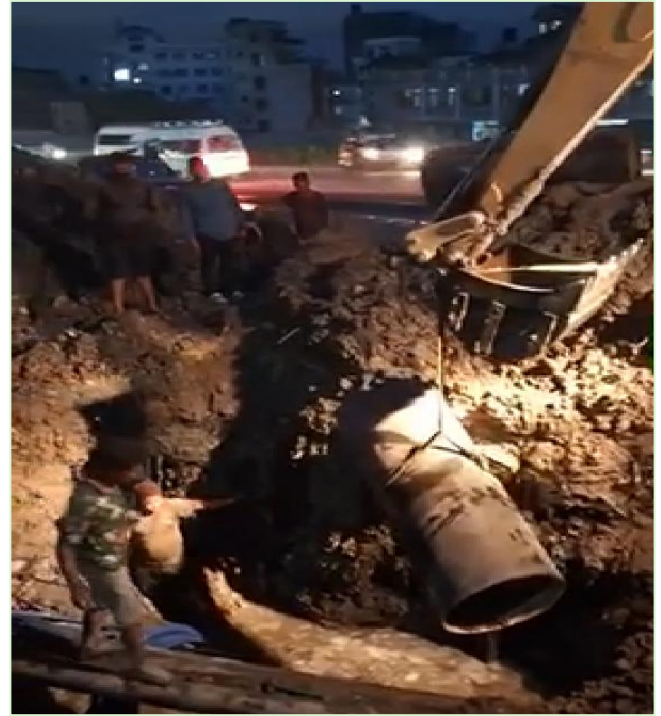


Fig: BDS pipe joining at Banasthali



Fig: Joining of pipe and Mechanical Coupling at Pulchowk

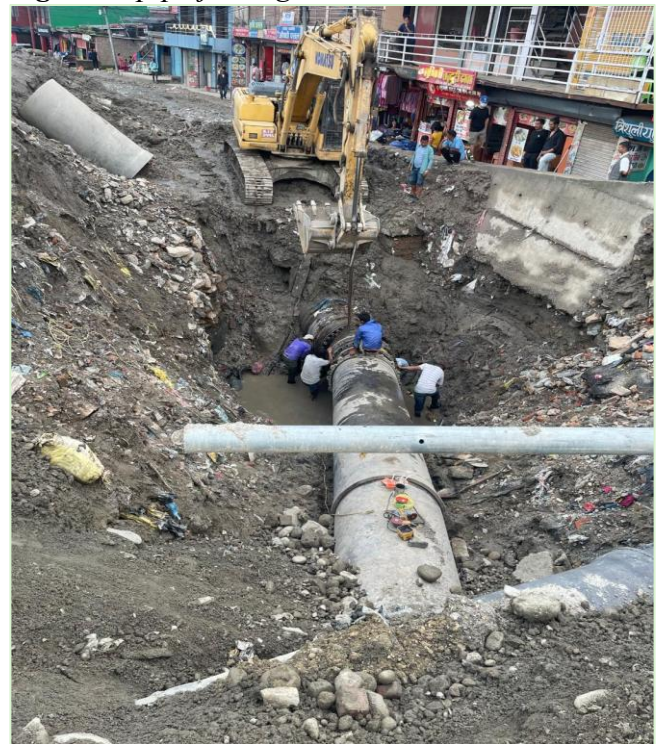


Fig: BDS pipe joining and repair work at Machhapokhari

7. Water/Wastewater Quality Assurance Division

The Water/Wastewater Quality Assurance Division within KUKL plays a pivotal role in overseeing and managing the quality of water produced and distributed by the company. Collaborating closely with various branches of KUKL, the division ensures that the water supplied meets the required standards. To achieve this, water samples are systematically collected from multiple points spanning from the reservoir to taps, providing a representative overview of the entire distribution network. KUKL operates four laboratories dedicated to water quality assessment, which are the Central Laboratory at Mahankalchaur, New Sundarijal WTP Laboratory, the Bode WTP Laboratory, Bansbari WTP Laboratory.

All of these laboratories conduct routine monitoring of water quality, scrutinizing various physicochemical and microbiological parameters. Regular analysis of these parameters is crucial for ensuring that the water supplied by KUKL meets the necessary standards for consumption and public health. The systematic approach, involving multiple sampling points and dedicated laboratories, reflects KUKL's commitment to delivering high-quality water to its consumers.

Various physico-chemical and microbiological parameters are analyzed on routine basis and water quality reports are uploaded in KUKL's website on a monthly basis.

Additionally, the central laboratory assesses the quality of chemicals used in Water Treatment Plants, the quality of water, waste/water on request of general public, and also provides platform for learning the water treatment process and water analysis methods by means of field visit in water treatment plant and laboratory. Students from various faculties that have incorporated water treatment facility and water quality testing in their course works come to visit treatment plant and laboratory facilities. A nominal cost of Rs. 200 per student is collected from the institute as a consultant fee. During fiscal year 2081/82, a total number of **2883** students and in this fiscal year (up to end of Kartik), **451** students have visited Central Laboratory as well as Water Treatment Plant at Mahankalchaur. In addition, this division also provide laboratory support to students from different institutes for their thesis works and internships.

The total number of water samples tested at three laboratories is as follows:

Table: Total Number of Water samples tested at four laboratories

Year	Total number of client's sample tested at Mahankalchaur	Mahankalchaur	Bansbari	Bode	New Sundarijal
FY 2081/82	Physiochemical: 3249 Microbiological: 847 Arsenic: 257	7772	3531	2902	8538

Water samples tested at four laboratories:

The following figures display the month-wise distribution of the total number of water samples analyzed at four laboratories, Mahankalchaur, Bansbari, Bode, and New Sundarijal lab in the year 2081/82, respectively.

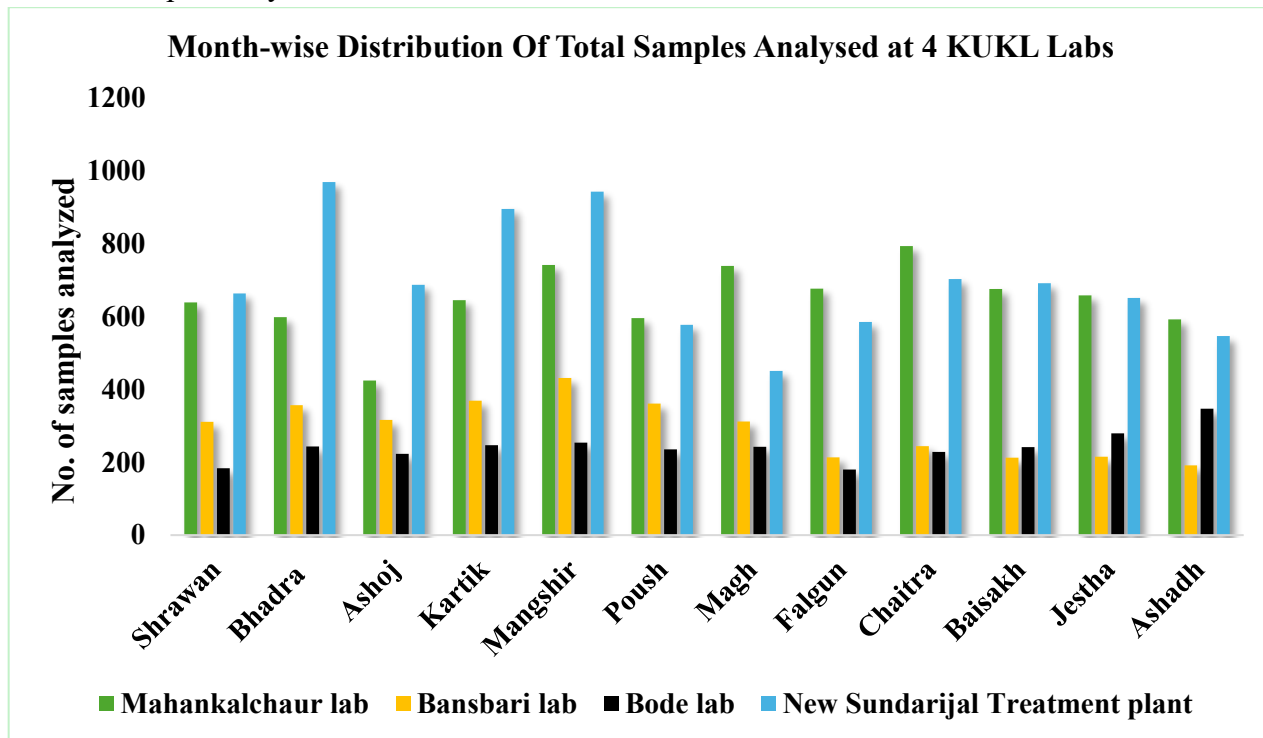


Fig: Figure showing the month-wise distribution of the number of samples analyzed for physiochemical parameters in FY 2081/82 in four laboratories.

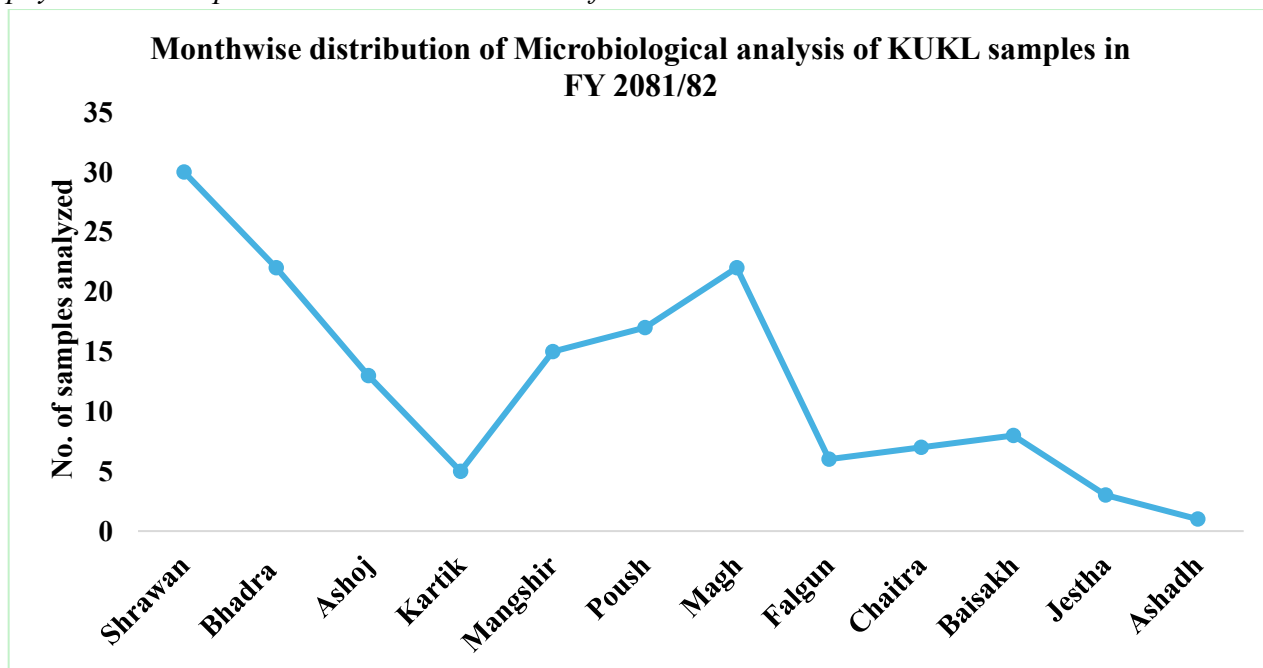


Fig: Figure showing the month-wise distribution of the number of samples analyzed for microbial parameters in FY 2081/82 in four laboratories.

Treatment efficacy of four large treatments:

The following two figures show the turbidity removal efficacy and chlorination condition of Mahankalchaur, Bode, Bansbari, and New Sundarijal WTP in Fiscal Year 2081/82.

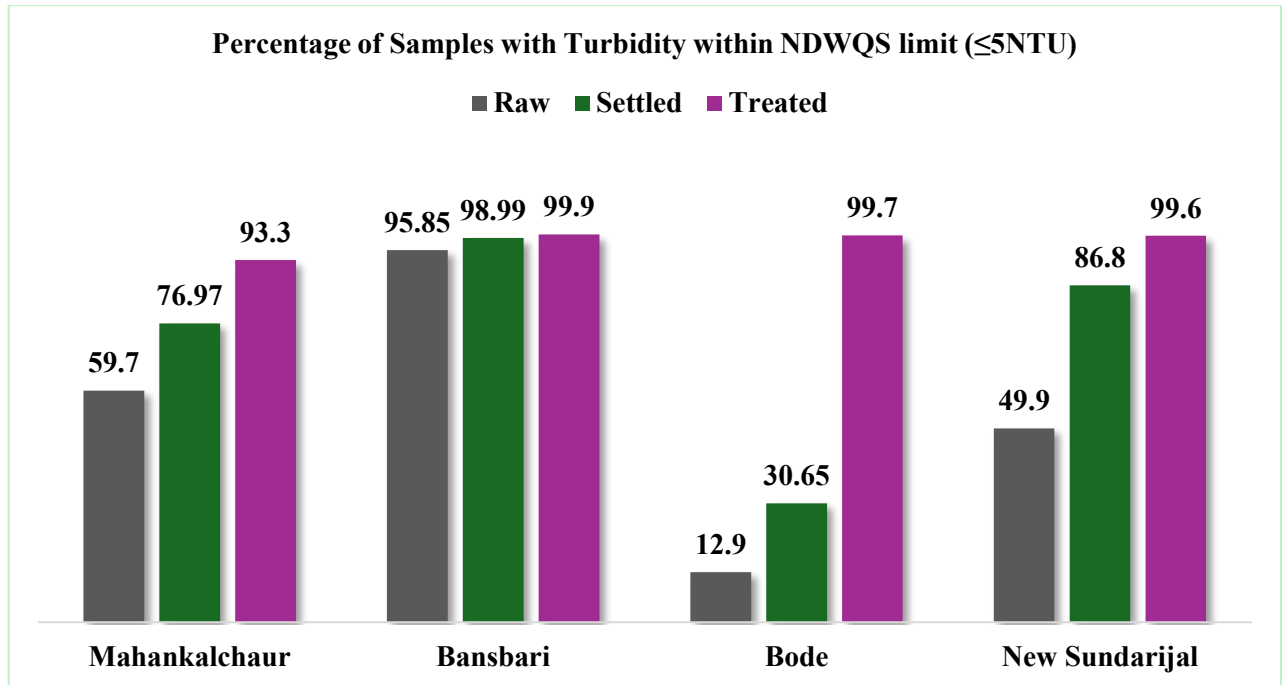


Fig: Turbidity removal efficiency of four large treatment plants in FY 2081/82.

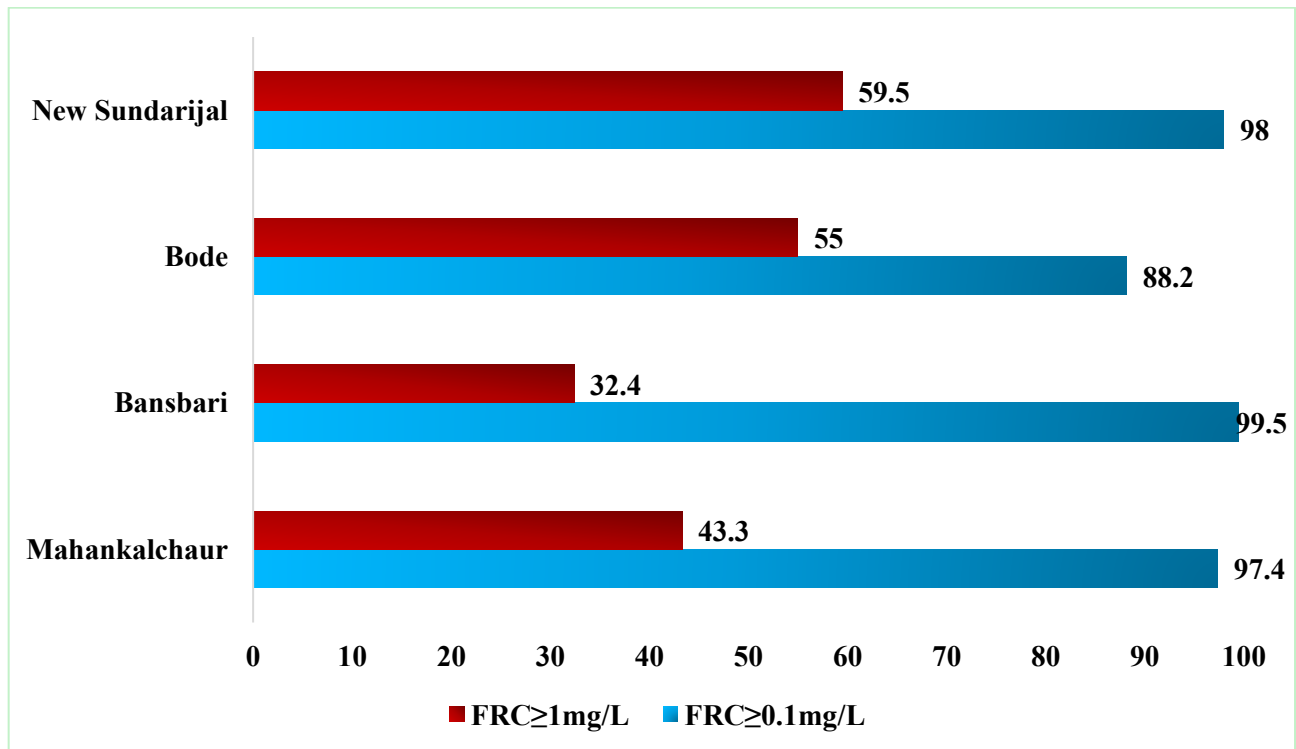


Fig: Chlorination status in four large treatment plants in FY 2081/82.

Quality report of treated water from New Sundarijal Treatment Plant and SRTs:

During Fiscal Year 2081/82, a total of 5903 samples were collected from 11 different service reservoirs for analyzing their physicochemical parameters.

Table: SRT-wise distribution of water samples tested in FY 2081/82.

S.N.	Location	Total samples tested (Physiochemical)	Within NDWQS (No.)	Within NDWQS (%)
1	Anamnagar	246	237	96.3
2	Arubaari	3	3	100.0
3	Balaju	141	96	68.1
4	Bansbari	726	661	91.0
5	Khumaltar	187	167	89.3
6	Kirtipur	189	159	84.1
7	Mahankalchaur	792	754	95.2
8	Minbhawan	234	215	91.9
9	Panipokhari out	175	162	92.6
10	Tigni	185	171	92.4
11	Katunje	198	141	71.2
12	Total of SRTs	3076	2766	89.9
13	New Sundarijal WTP	2827	2758	97.6
14	Grand total (NSWTP and SRTs)	5903	5524	93.6

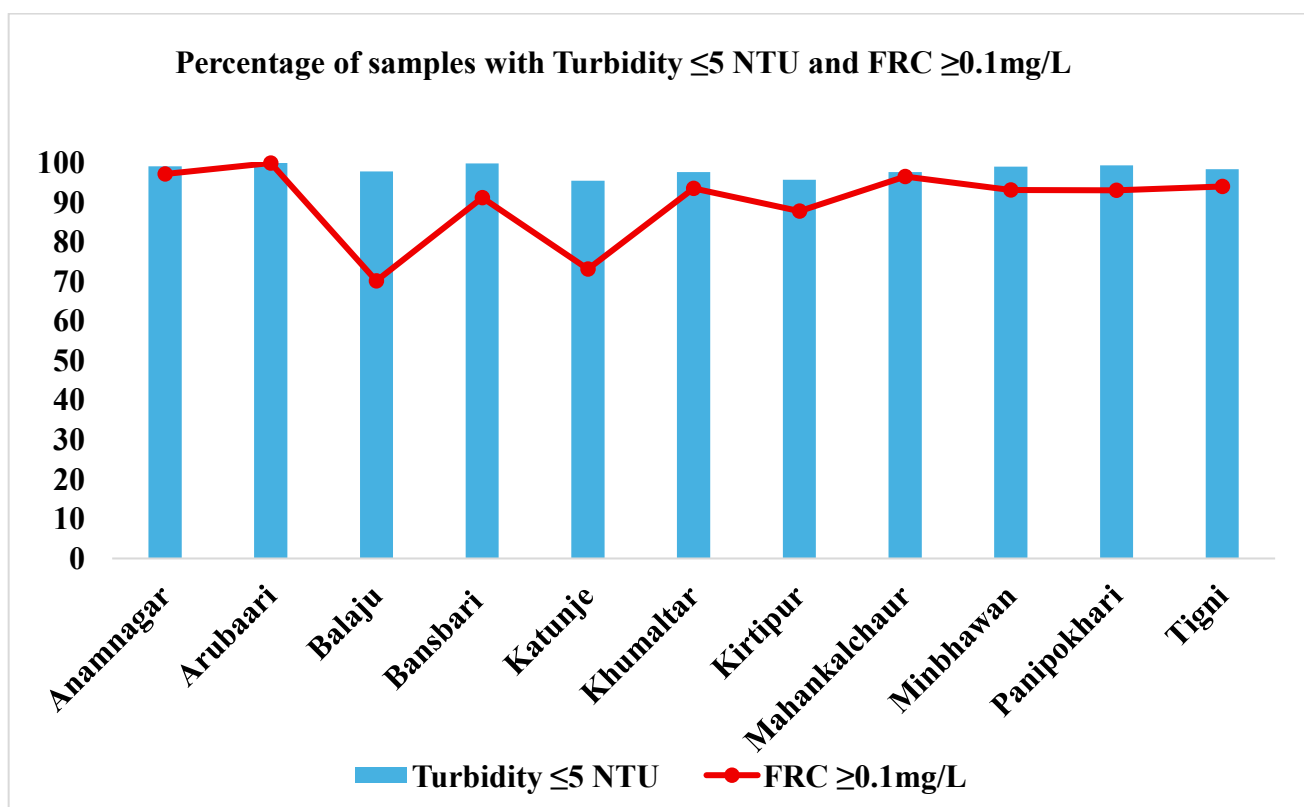


Fig: Samples with turbidity and free residual chlorine within NDWQS limit in SRTs (FY 2081/82).

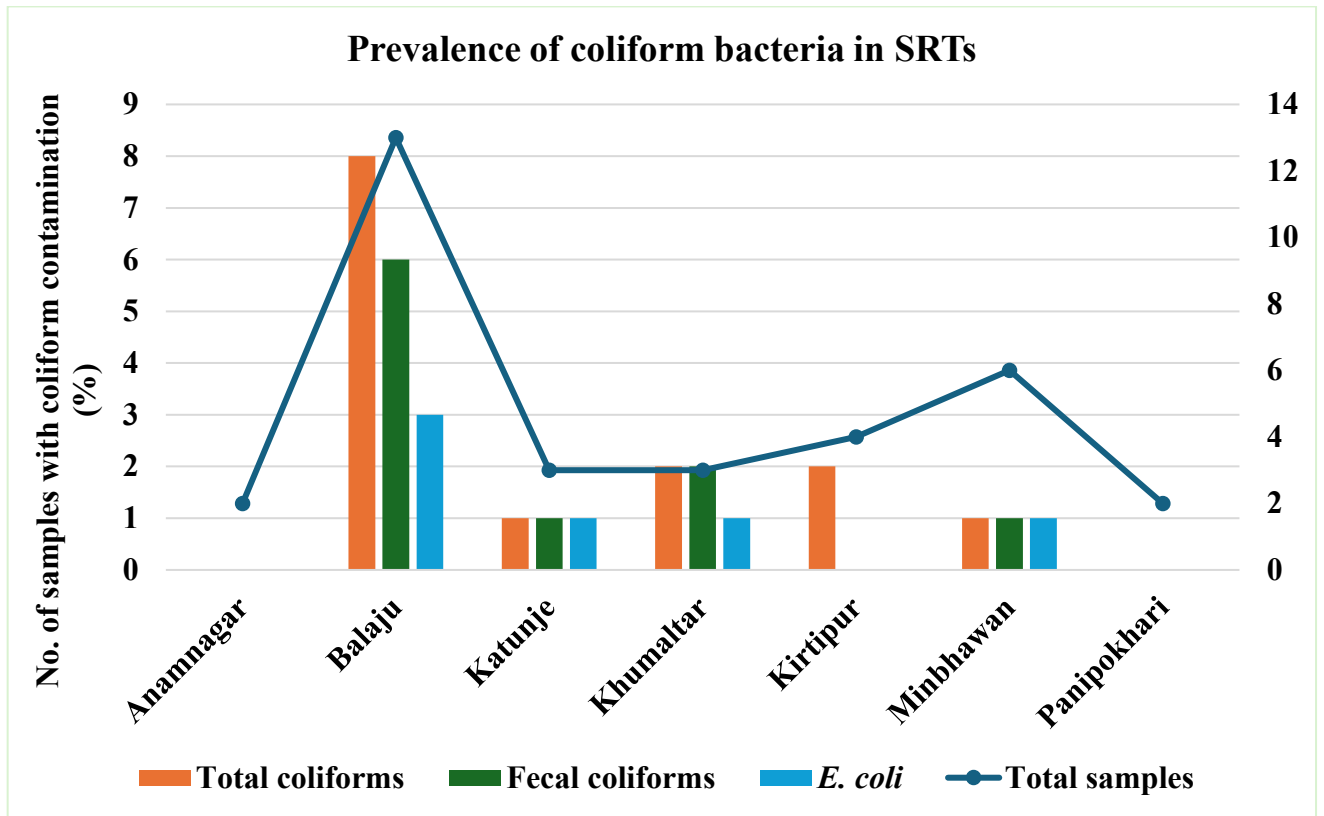


Fig: Graph showing the prevalence of coliform contamination in water samples from various SRTs (FY 2081/82).

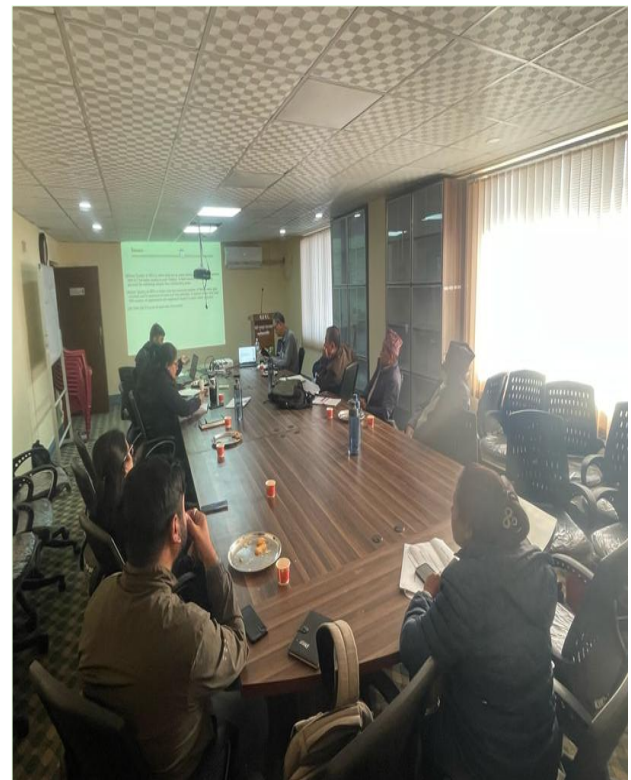


Fig: Monthly meeting on Review of WTP operation and Water Quality Monitoring



Fig: Photographs of WTP monitoring and water sample collection from tap



Fig: Some photographs of students visiting Mahankalchaur WTP and Central lab

8. Electromechanical Section

A new well with a capacity of 0.6 MLD was brought into operation at Changunarayan, and a new deep tube well with a capacity of 9 lps was drilled at Gothataar. Two new sump-wells were constructed at the Mahankalchaur Water Treatment Plant to enhance the water supply in the Kapan area, while a new sump-well was also constructed at the Kirtipur SRT to improve water supply in different parts of the Kirtipur area. In addition, a new sump-well at Bhajangaal was brought into operation to maintain a regular water supply for both low- and high-head areas across different service areas of the Kirtipur Branch.

Furthermore, a new backwash system was developed at the Bhaktapur Bansbari Water Treatment Plant. More than 40 pumps of different sizes, including submersible and centrifugal pumps, were replaced to improve water production and distribution across various areas of the Kathmandu Valley. More than 10 deep tube wells were rehabilitated, resulting in an additional 2 MLD of water. Proper dosing systems were developed at different water treatment plants through the installation of intermediate dosing systems, rotameters, and other necessary accessories. In addition, 230 major and more than 900 minor repair and maintenance works were carried out to ensure a continuous water supply.



Fig: Drilling of new well at Gothataar



Fig: Operating new well at Changunarayan



Fig: New sumpwell brought into operation at Kirtipur SRT





Fig: Construction of new sumpwell for Kapan Supply

9. Information Technology (IT) section

The main role of the IT Section is to plan, set up, and manage the IT Systems used across KUKL. This includes maintaining hardware and software, looking after servers and databases, and ensuring that all systems operates smoothly. The section also provides technical support to staff, protects digital data from security risks, and updates systems when needed.

Currently Implemented IT Systems

S.N.	Activities/Programs	Remarks
1	Customer Mobile App (iOS and Android) and Portal.	<p>Implementation of the customer mobile App and web portal streamlined service access, enabling online bill payments, viewing the ledger and bill, different service requests, and complaint tracking. To install the mobile application, please scan the QR for the App Store and the Play Store</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>Play Store</p> </div> <div style="text-align: center;">  <p>App Store</p> </div> </div> <p>For customer portal: customer.kukl.org.np</p>
2	Employee Mobile App (iOS and Android), HR Software and Portal.	It provides KUKL staff with a centralized digital platform to submit leave requests, view salary sheet, leave and attendance, overall employee history, various reports and receive notifications.
3	Implementation of Handheld Meter Reading Device	It enabled accurate, on-site meter readings, immediate data transmission, and instant bill generation.
4	Extension Counters linked to KUKL Central Network.	Allows the office to collect payments at multiple locations, with transactions updated in real time, ensuring accurate billing, faster collections, and improved customer convenience.
5	Customer Grievance Handling System	Customer can post their grievances regarding KUKL's service through online medium in anytime from anywhere.
6	Implementation of Inventory and Asset Management Software	Digitizing the inventory and assets process and data which enabled real-time tracking of assets and inventory.
7	Online Payment System	Customer can pay their bills through online medium in anytime from anywhere by Connect IPS, wallets and listed banks.
8	Financial Accounting System	Provides digital platform for KUKL's financial data, voucher and reports

10. Training Section

During the fiscal year 2081/082, the Training and Research Section made significant efforts to enhance the skills and knowledge of our internal staff through various training programs. These initiatives were aimed at strengthening their capabilities and fostering professional growth. The trainings offered encompassed a wide range of subjects, including on-the-job training, Training of Trainers (TOT), Basic computer training, and skills development. List of indoor trainings were provided, and benefited no. of employees are listed herein the table:

The topics covered in these trainings were diverse and catered to the needs of our organization. They included technical aspects related to water supply systems, Geographic Information Systems (GIS), financial management, non-revenue water management, water quality, gender equality, and finance.

Table: Annual Internal Training Completed in F.Y 2081/82

Training Course	Training Modules	No of Training	No of Participants
Water Distribution Management	GIS Operation & Management	3	28
	GIS Field Data Collection	1	25
	Hydraulic Analysis	3	35
	Water Distribution Management (Water Pressure & Water Flow Measurement)	2	45
NRW Management	Basics of Commercial Losses in NRW (Theoretical)	1	30
	Accuracy Test of Water Meter	0	0
	Meter Reading Skill	1	34
	Customer Data Input & Check Skill	1	20
	Illegal Connection Reduction Measures	0	0
Water Quality Management	Water Quality Control	0	0
	Water Treatment	2	78
Customer Service	Customer Care (Communication)	2	40
	Complaint/Request Information Processing	1	20
	Public Relations/Awareness-Raising Activities	1	100
Total		18	455

Annual External Training Completed in F.Y 2081/82

S. No.	Department	Training	
		No of Training Programs	No of Participants
1	Administration and Finance	3	85
2	Information Technology	1	15
4	Operation and Maintenance	2	40
5	Waste Water Management	0	0
6	Electromechanical	2	40
7	Water/ Wastewater Quality Assurance	0	0
8.	In Service Training	2	75
9	Training Conducted by ADB, Staff College, MOWS, WSTFC	5	20
10	Service Induction Training	1	30
Total		15	305



Fig: PPA/PPR Training of 30 KUKL Staffs

11. Wastewater Operation Division

Major Working Sectors

Clearance of Sewer Blockage by Jetting Machine

Construction of the New Sewer Network/Extension of Existing Sewer Network

Repair and Maintenance of the Existing Sewer Network

New Sewer Service Connection Process

New Sewer Connection Works in F.Y. 2081/82

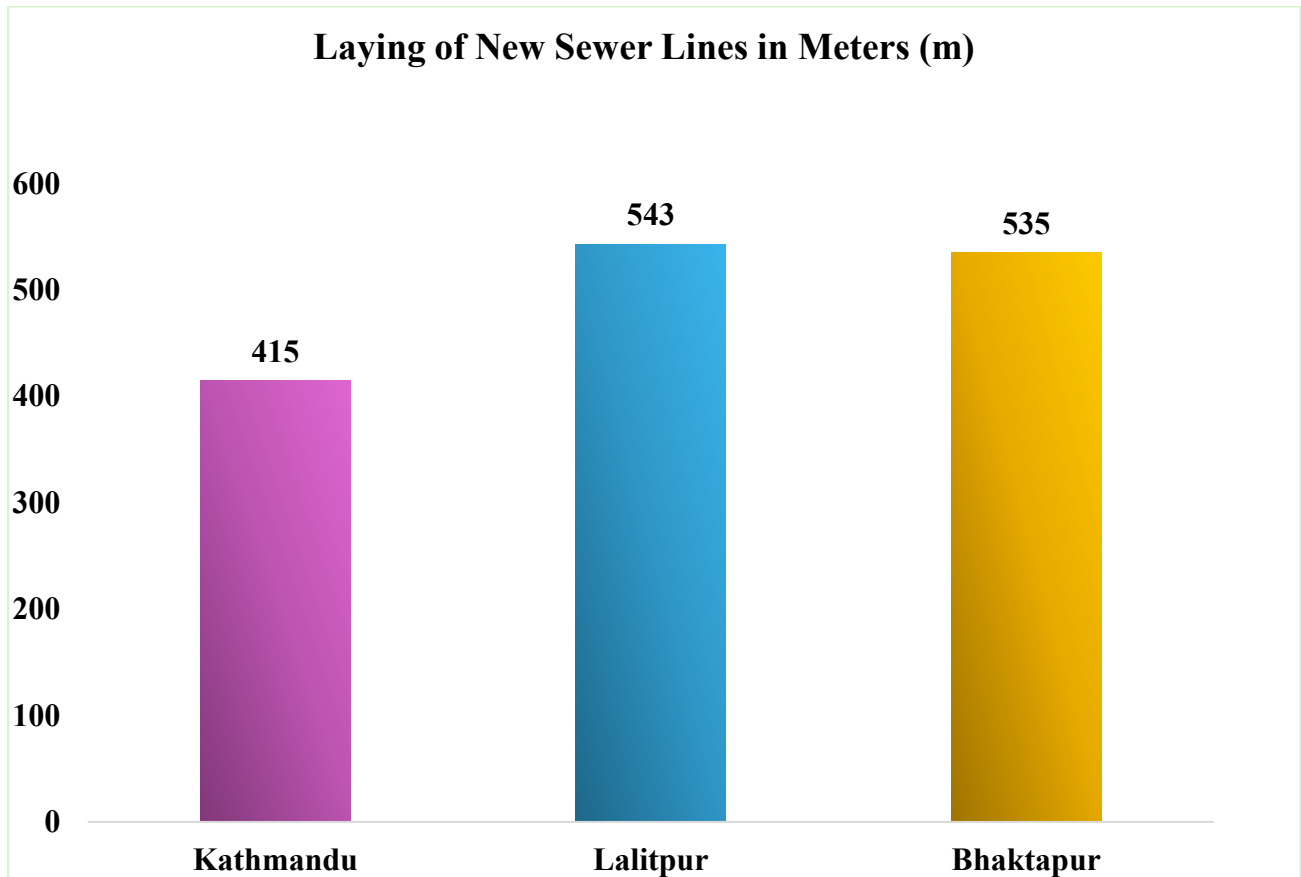




Fig: New sewer construction work at Kupondole (Rio Marga) & Anamnagar

Sewer Cleaning Works in F.Y. 2081/82

Repair & Maintenance Works in F.Y. 2081/82

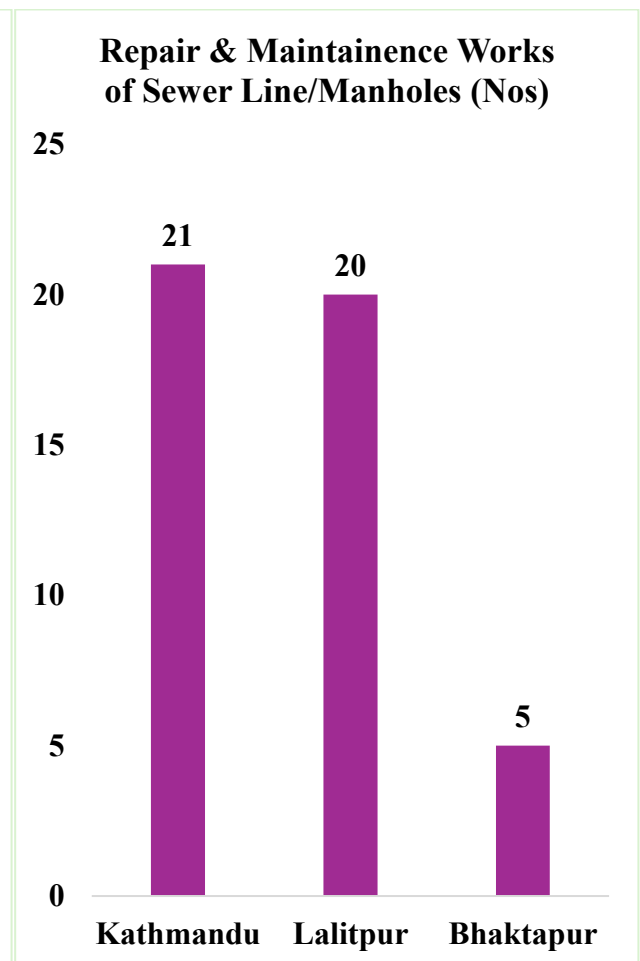
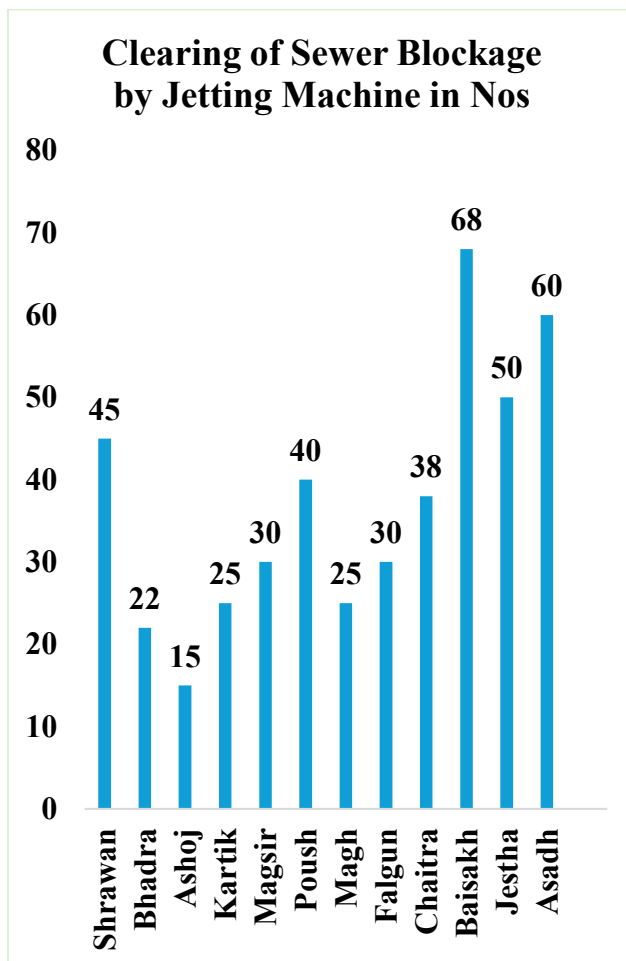


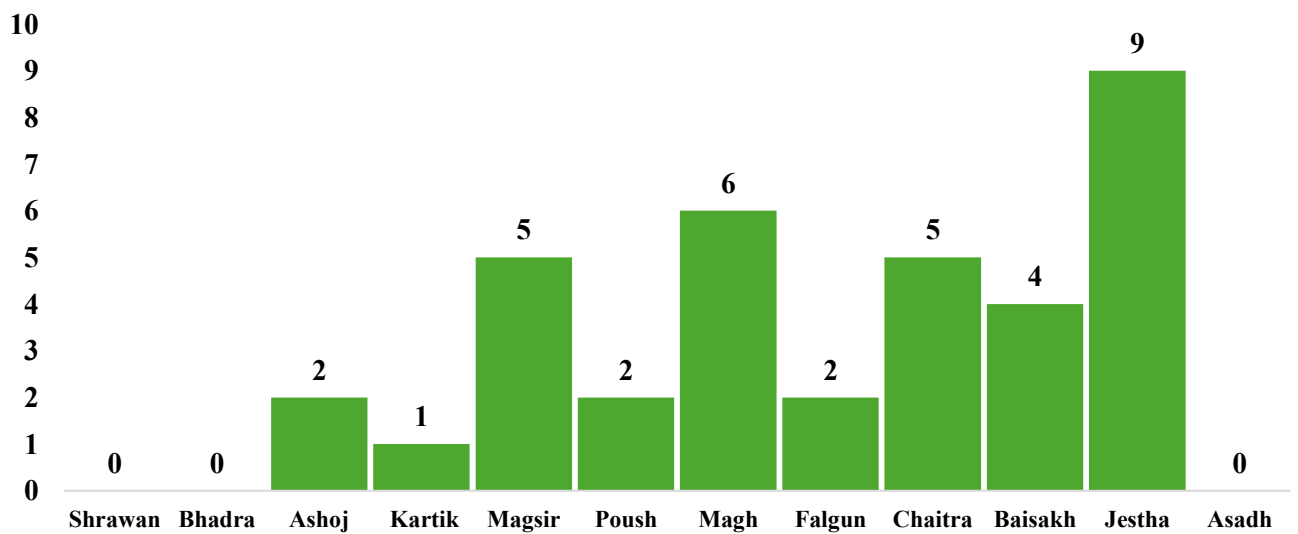


Fig: Sewer cleaning work at Kuleshwor and Jawalakhel



Fig: Repair and maintenance work at Tyanglaphat and Hattiban

Sewer Connections in F.Y. 2081/82 (Nos.)



12. Activities of Project Implementation Directorate (PID)

Project Implementation Directorate (PID) is a project office for the management of ADB funded projects in Kathmandu Valley. PID scope covers development of infrastructures for supply and distribution of clean and safe drinking water and wastewater management in the Kathmandu valley. Kathmandu Valley Water Supply Improvement Projects (KVWSIP) include construction of essential infrastructure for efficient water supply. Details of works carried out under the Kathmandu Valley Water Supply Improvement Project

The main structure of the 350 m³ water reservoir at Mandikatar has been completed.

- Out of a total of 33 DMAs (District Metered Areas), commissioning of the remaining 19 DMAs to be handed over to the Kathmandu Valley Water Supply Management Board has been fully completed, and they are ready for handover.
- A total of 68 km of pipelines (main and secondary) have been laid.
- A total of 34,036 water connections have been installed under various contract packages.
- Similarly, under the DNI-7 package, construction has been completed in the Mandikatar area for 3 fire hydrants, 13 underground chambers, and 3 pressure point chambers.

Details of works carried out under the Kathmandu Valley Wastewater Management Project

- About 97% of the repair and maintenance works have been completed for the damage caused by the flood in Ashoj 2081 to the Dhobighat Wastewater Treatment Plant (Contract No.: KUKL/WW/TP/03), which was in the testing phase, and the facility is ready for pre-commissioning.
- About 55% of the construction works of the Dhobighat, Kodku, and Sallaghari Wastewater Treatment Plants (Contract No.: KUKL/WW/TP/R-02) have been completed.
- Dhobighat: Concreting of the base raft of the Equalization Tank, Primary Sedimentation Tank (PST), Aeration Tank, and Secondary Sedimentation Tank (SST) has been completed.
- Sallaghari: Concreting of the base raft of the Equalization Tank, Aeration Tank, and Secondary Sedimentation Tank (SST) has been completed.
- Hanumanghat: Construction of the MBBR tank has been completed; concreting of the base raft of the Primary Clarifier (1st lift), Dewatering Building, Disinfection Tank, Reed Bed, etc. has been completed.
- Gokarna Sewerage System: About 60% of the construction work has been completed, including completion of 4.6 km of sewer pipeline works and 2 river crossings.

JICA Technical Co-Operation Project

"The Project on Capacity Development of KUKL to Improve Overall Water Supply Service in Kathmandu Valley" (the Project) is a technical cooperation project to strengthen the water supply operation capacity of KUKL staff and to improve customer service, as the water supply is expected to increase significantly through the Melamchi Water Supply Project supported by ADB and JICA. To achieve the project goals and outputs shown below.

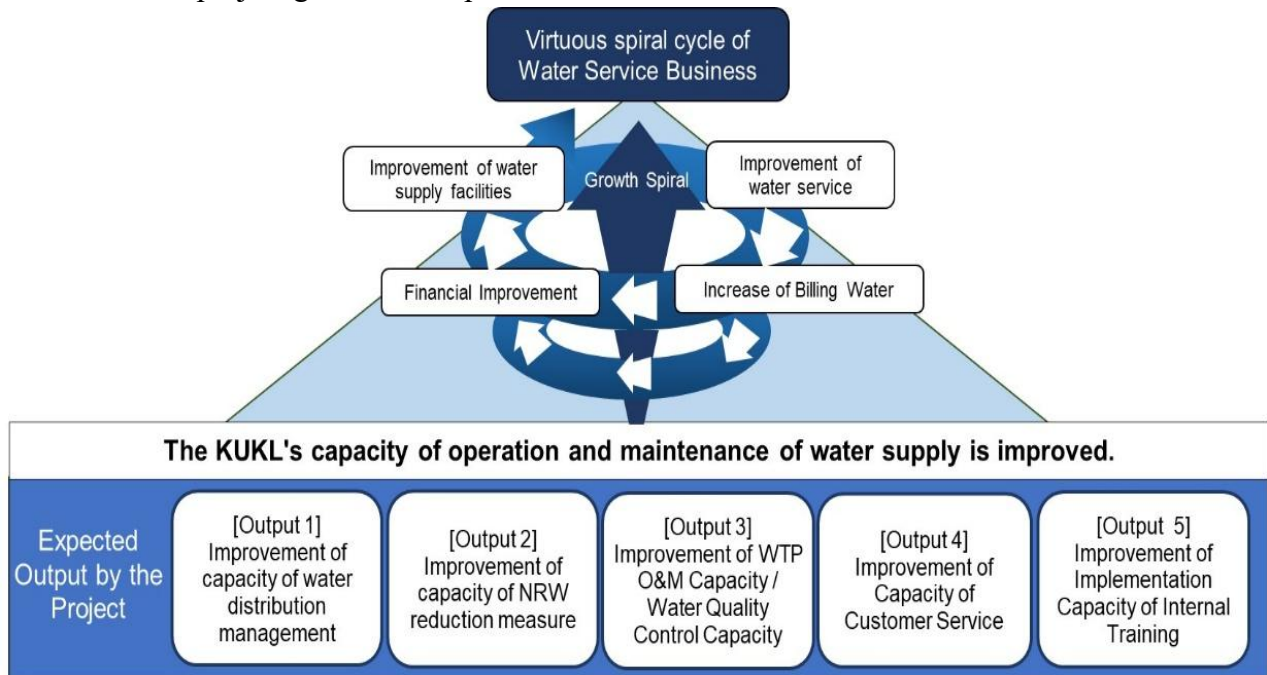


Fig: Project concept and expected output

The project, which began in June 2021, has now been underway for four and a half years. As of December 2025, JICA experts' activities for Outputs 3 to 5 have successfully concluded, and KUKL itself has taken over the results and products and is implementing initiatives to improve water supply services.

However, considering the external condition of delayed handover of DMAs, a subcomponent of the Melamchi Water Supply Project, activities for Output 1: GIS-based distribution network management and Output 2: Strengthening non-revenue water management capacity in DMAs will continue until the end of 2026.

After the project is completed, KUKL itself will continue its activities, thereby achieving a virtuous cycle of water supply business of



Result of Output 1 Activities



Fig: Training in GIS operation

Key objectives of this initiative are to establish an IT system for managing GIS data for the new distribution network (DMA) and to enable KUKL staff to utilize this GIS data in their daily operations. In addition to this, the training in hydraulic analysis, pressure and flow measurement techniques has been conducted accordingly,

The GIS management and hydraulic analysis skills of KUKL staff have significantly improved through three years of training by JICA experts, in addition to the provision of

GIS servers for the head office, RTK-GNSS devices and GIS operation PCs for branch offices, and tablet devices for supervisors.

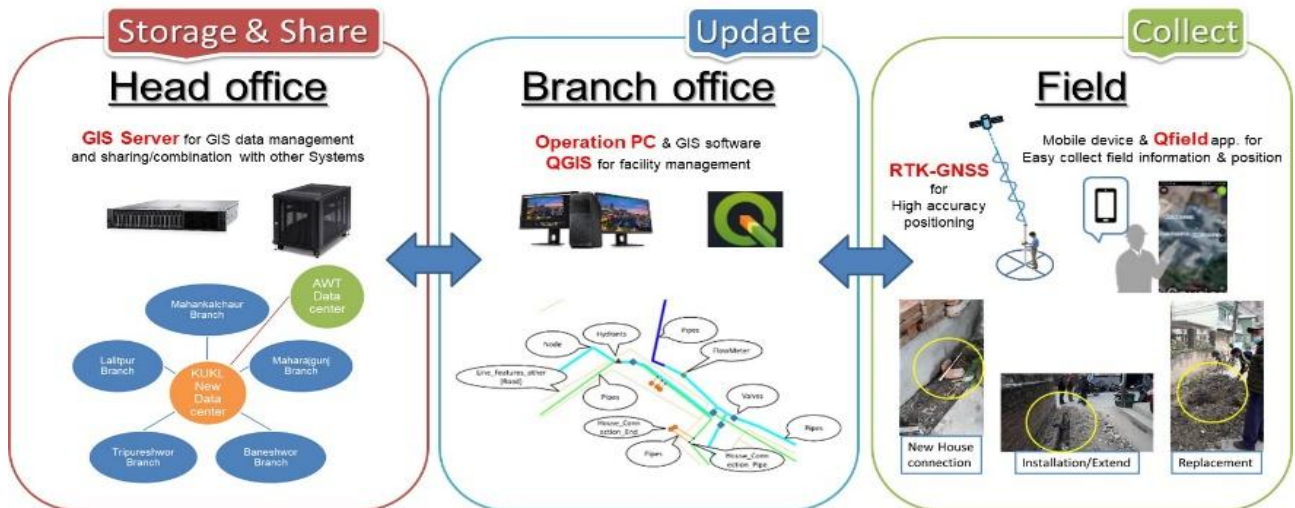
Additionally, a new Water Distribution Management Plan has been formulated in July 2025, outlining policy, methods and monitoring indicators for the equitable distribution of limited drinking water to customers. Now KUKL is working to achieve equitable water distribution based on multiple indicators.



Fig: Training in hydraulic analysis

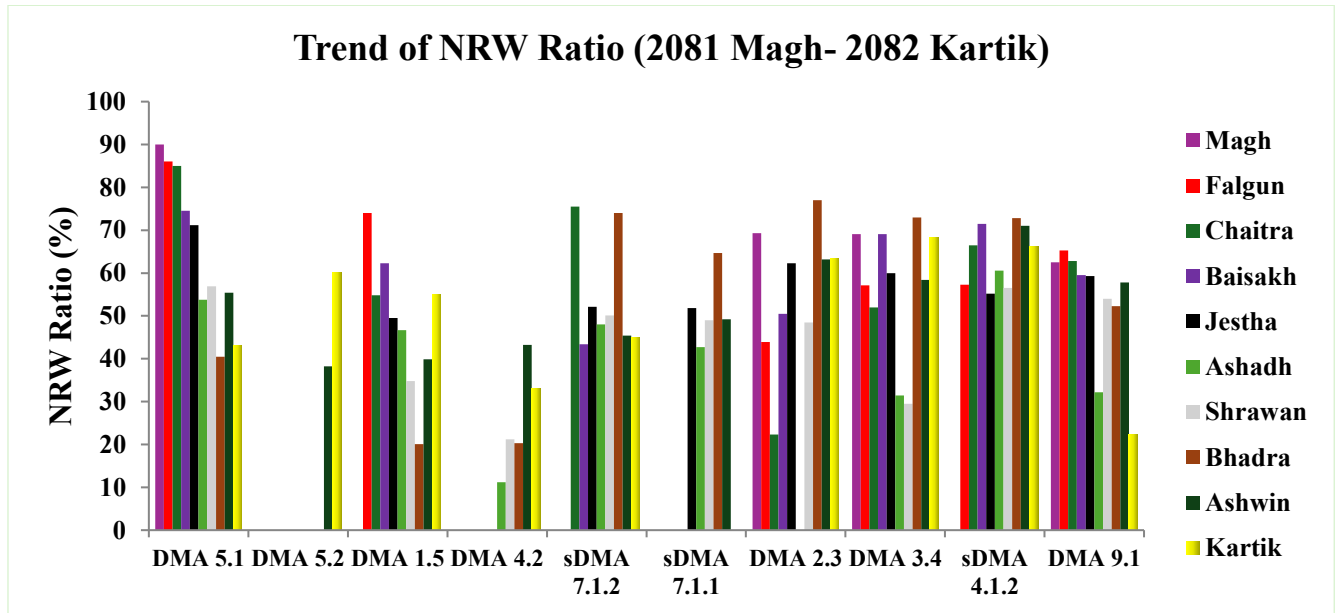


Fig Recording of pressure and water flow



Result of Output 2 Activities

The foundational training required for reducing non-revenue water was completed by the end of 2025, and the calculation and monitoring of the NRW rate have commenced in several DMAs within the Ring Road. By the end of 2025, the measurement and monitoring of non-revenue water rates have been conducted at 11 DMAs, with those results are reported internally in the monthly monitoring meeting at the rhead office.



Result of Output 3 Activities

Through activities to optimize treatment at the existing four water treatment plants, the Water Quality Management Plan to provide safe drinking water has been formulated with a series of documents including SOPs for water quality analysis and water treatment. Following this plan, KUKL is working to ensure proper management of turbidity and residual chlorine at WTPs, and to guarantee safe water quality at service reservoirs and households' taps. Water samples have been periodically collected from established monitoring points and analyzed for two key parameters: Turbidity (in NTU) and Free Residual Chlorine (in mg/L). The results of these analyses were compiled and reported during the monthly review meeting.



Fig: Panel-type operation procedure for chemical dosing

Result of Output 4 Activities

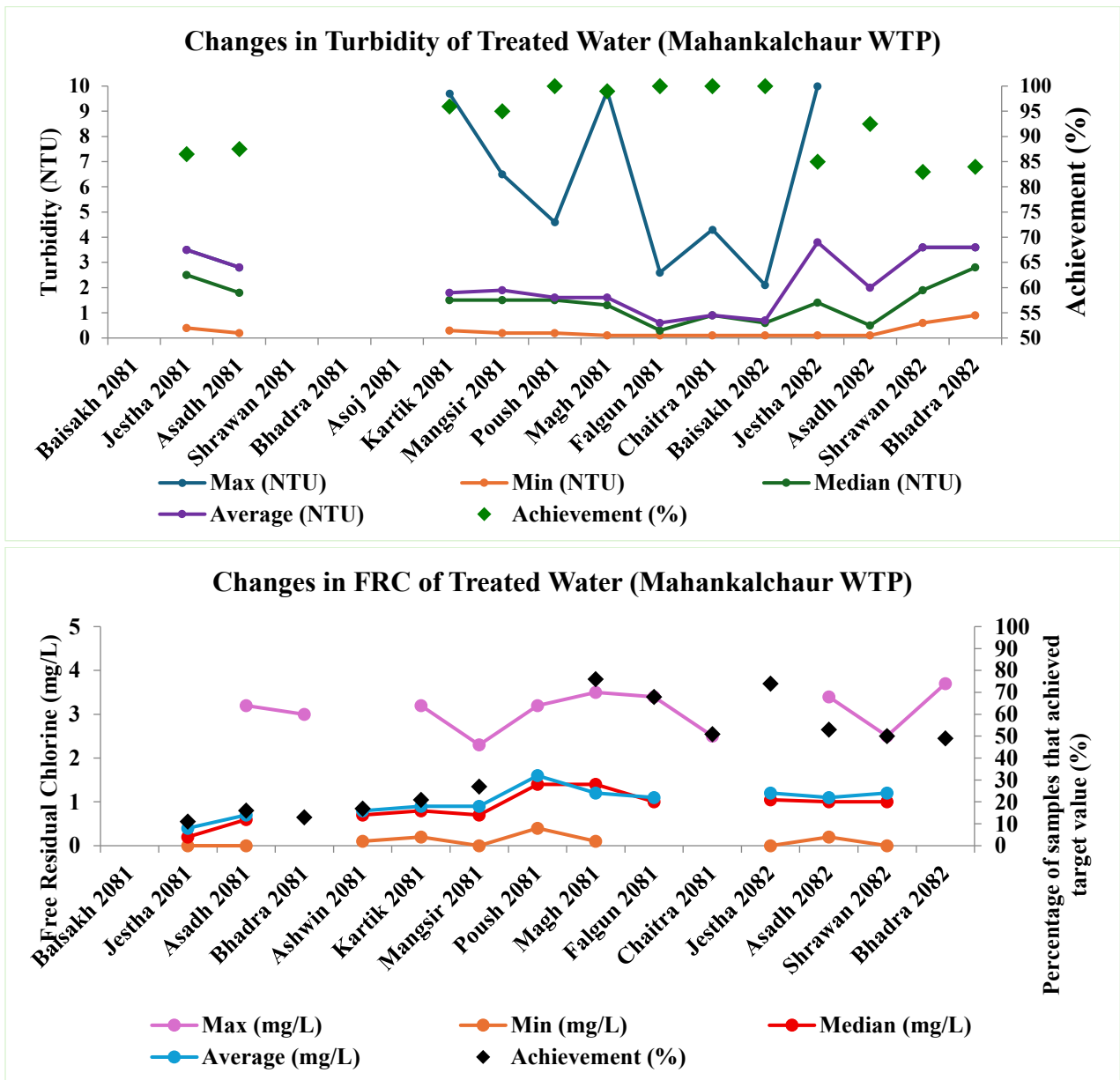


Fig: Water quality monitoring reports of Mahankalchaur WTP

Improving water supply services cannot be achieved solely through enhancements in water quality or quantity; it requires concurrently improving the customer service capabilities of KUKL staff.

The project implemented practical training utilizing the expertise of the Tokyo Metropolitan Government Waterworks Bureau, while also working to strengthen capabilities spanning from the collection and analysis of complaint data to the proposal of improvement measures. To date, the Business Improvement Committee (BIC), chaired by the CEO, has been convened three times. Discussions focused on challenges in customer service and complaint handling at each branch office, and the results of customer satisfaction surveys were reported.

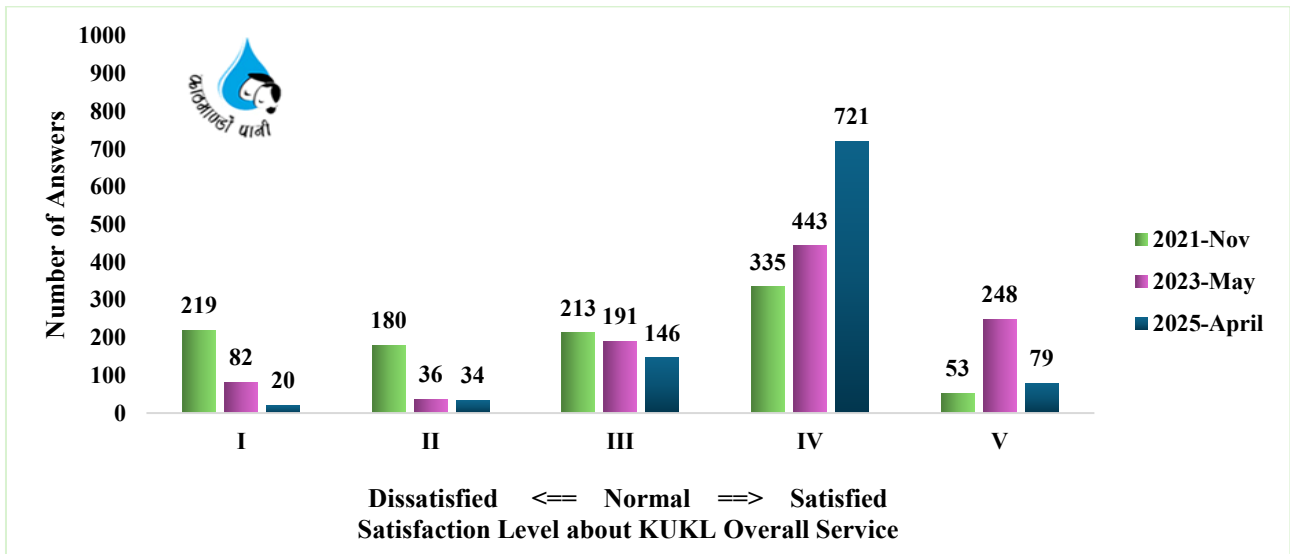


Fig: Customer satisfaction with KUKL Overall service

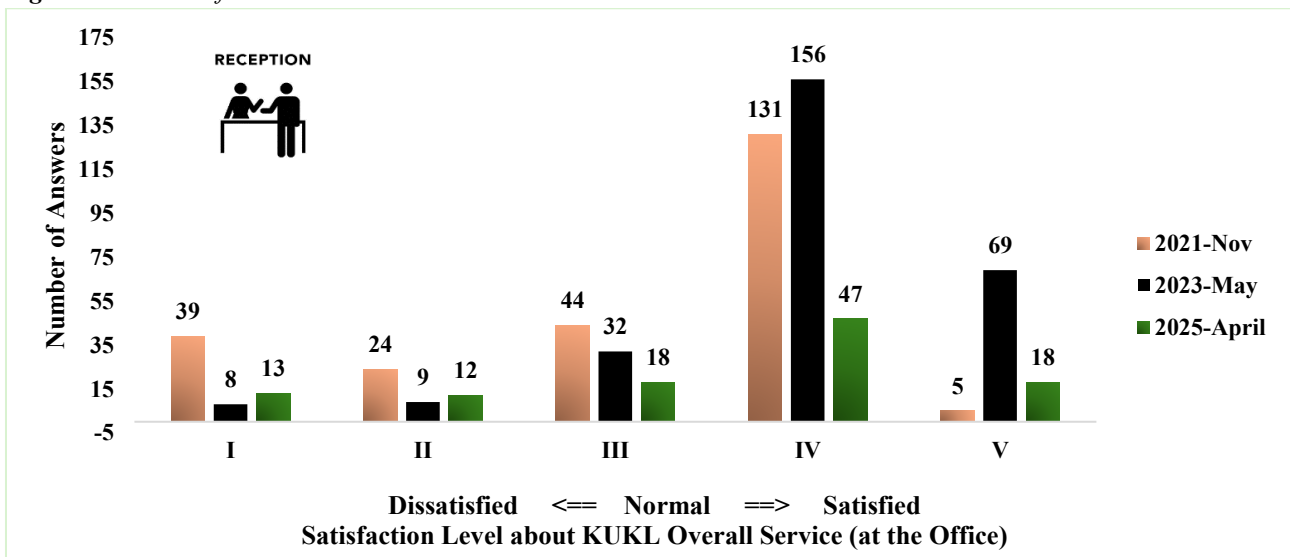


Fig: Customer attention at branch office

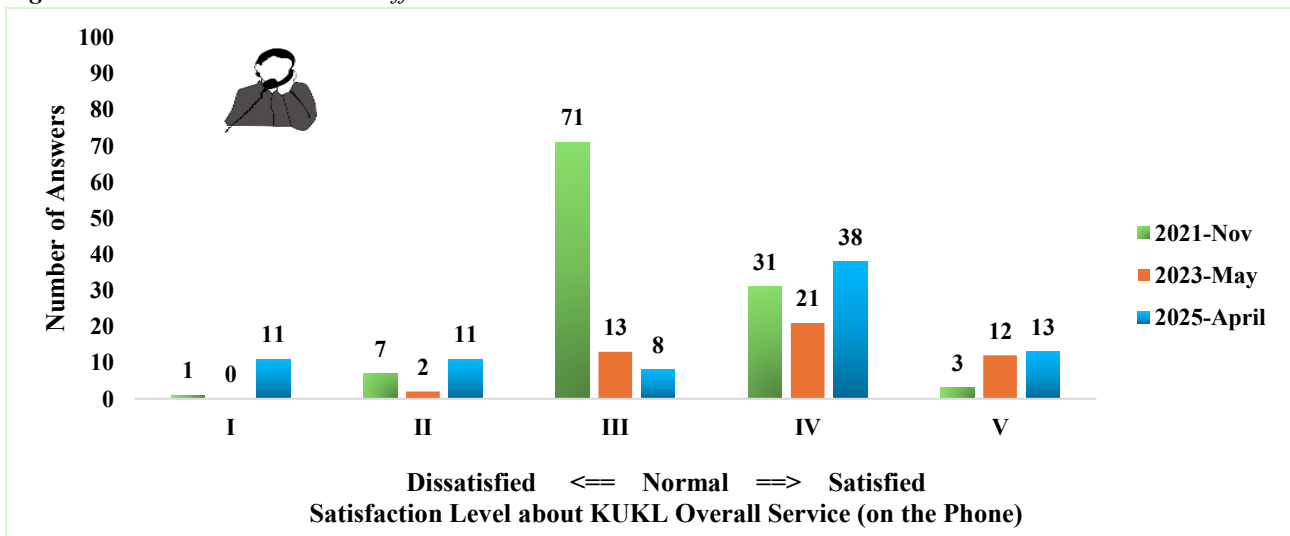


Fig: Customer satisfaction with telephone attention

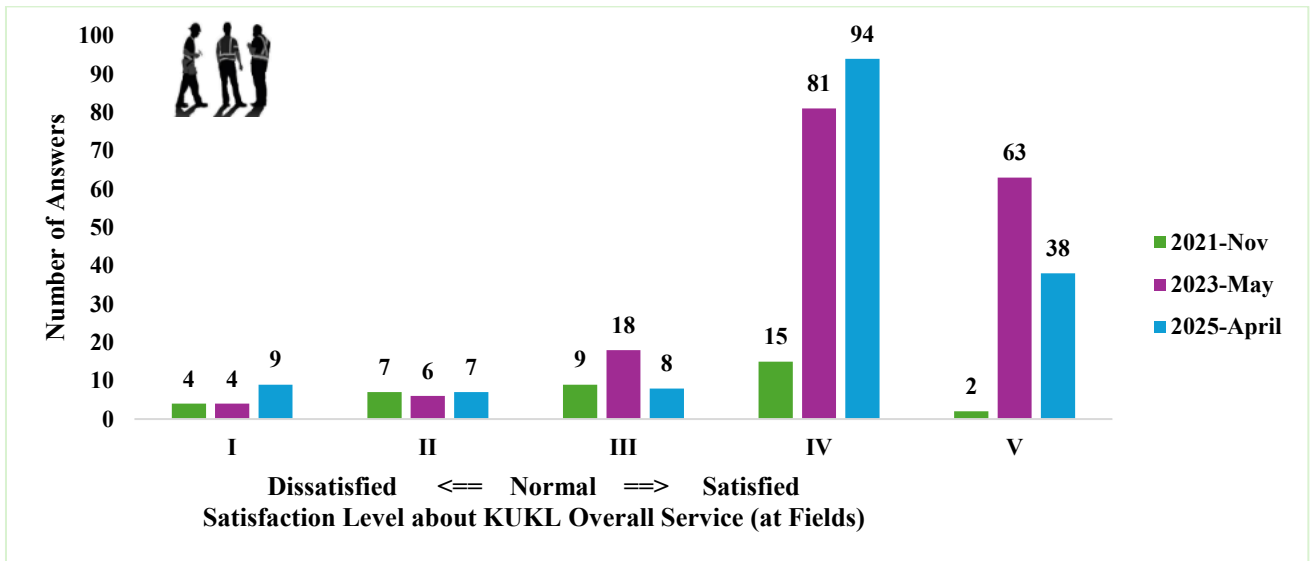


Fig: Customer satisfaction on-site attention

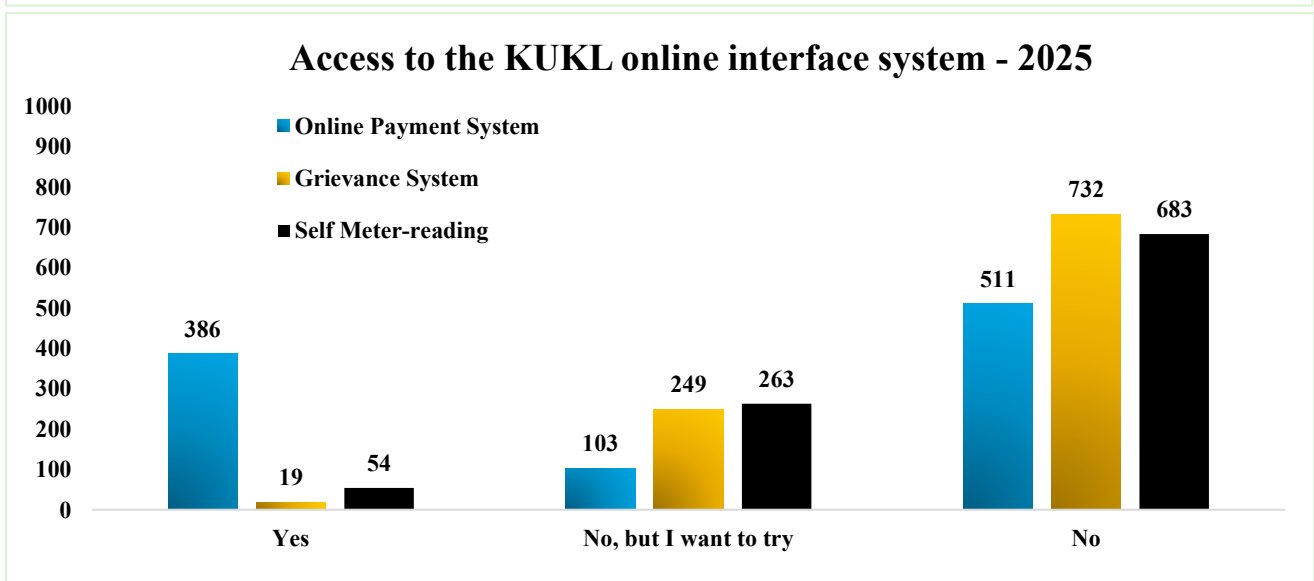
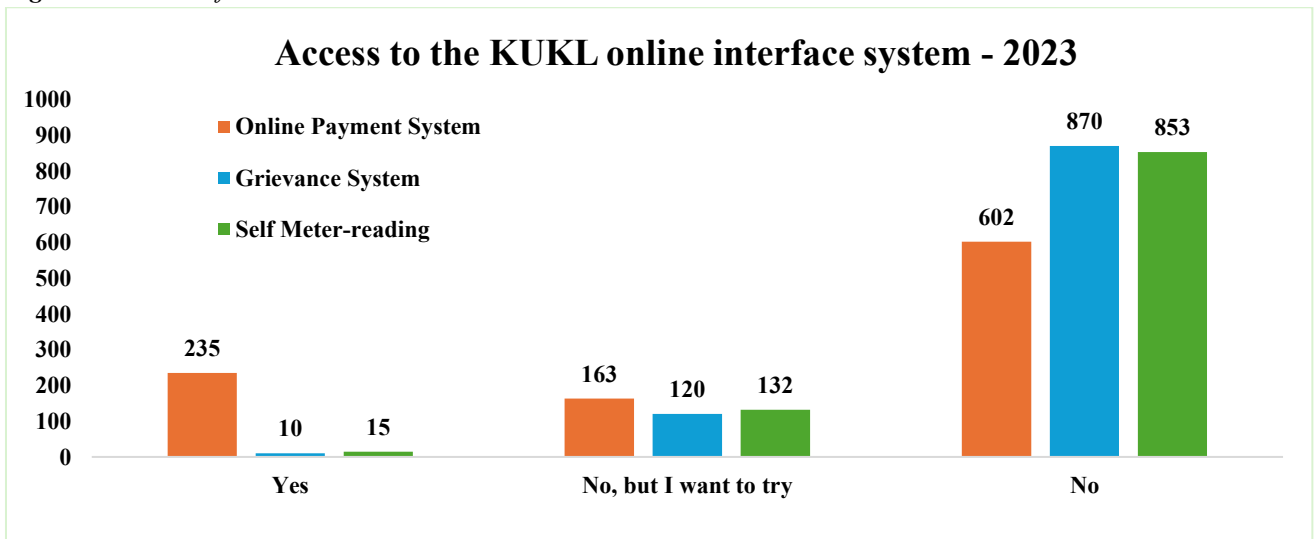


Fig: Customer access to the online interface system (2023&2025)

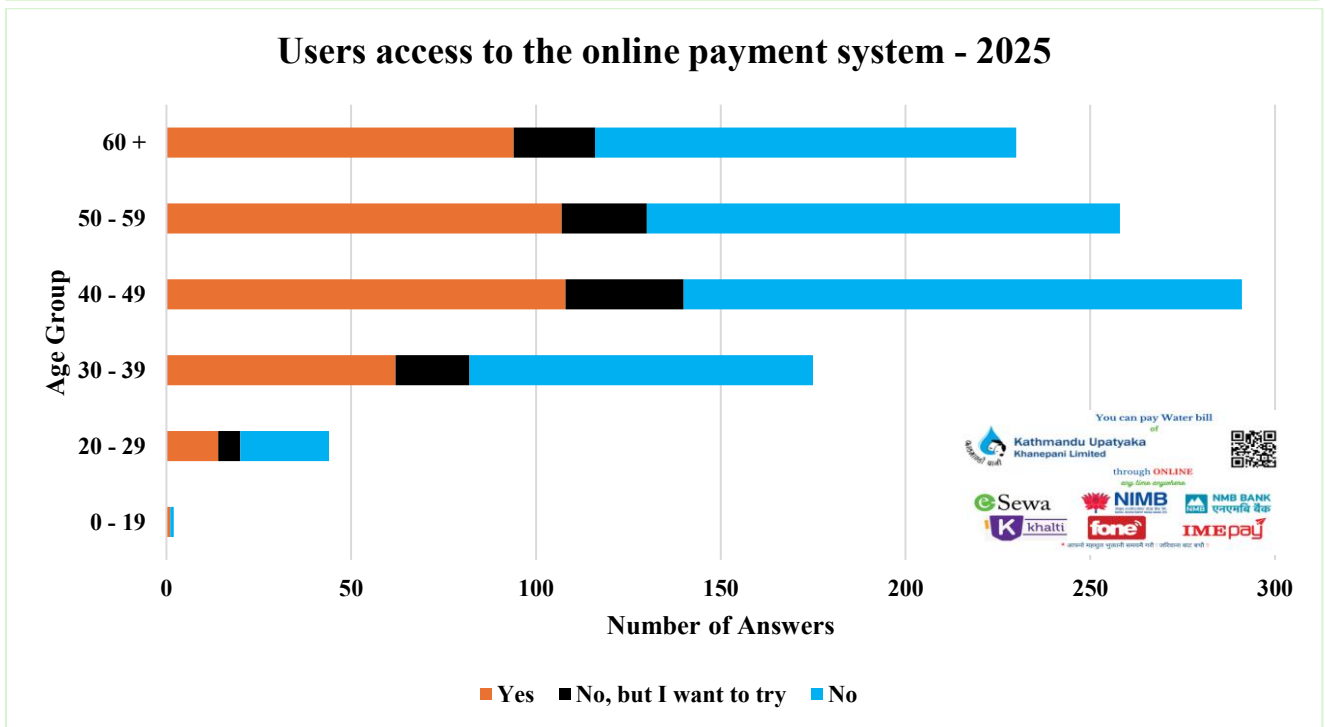
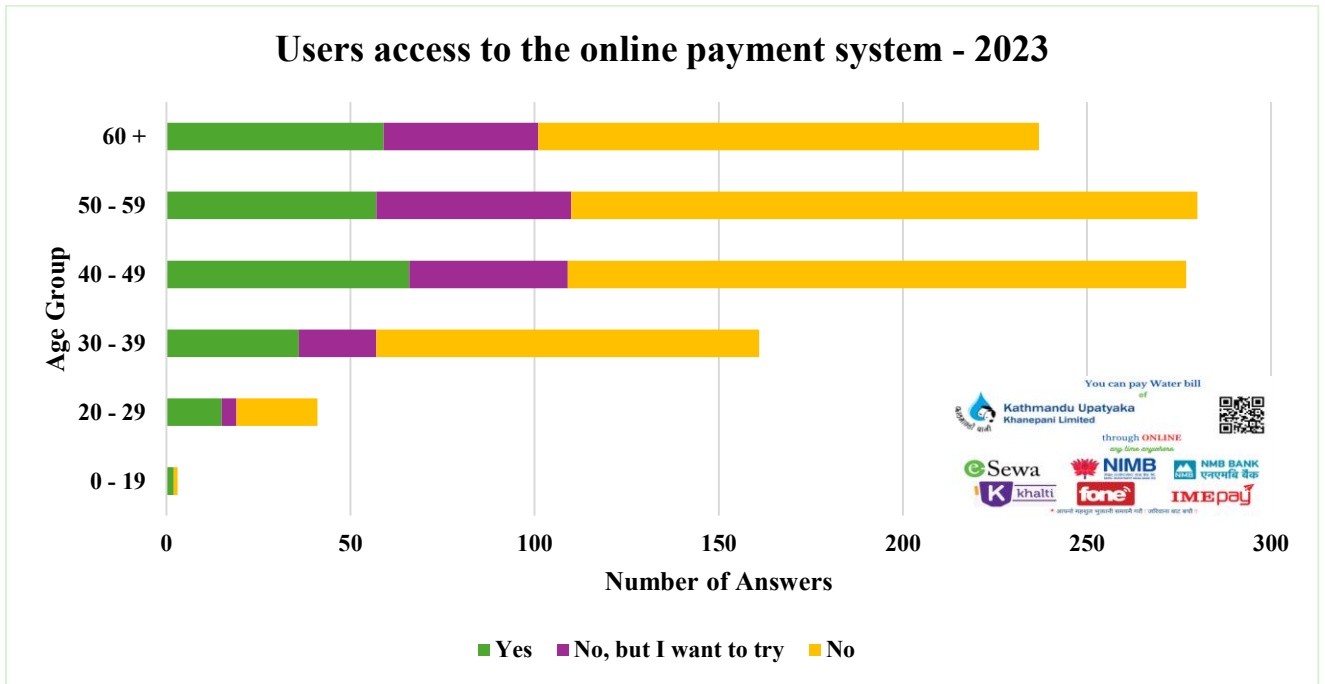


Fig: Customer access to the online payment system with age (2023&2025)

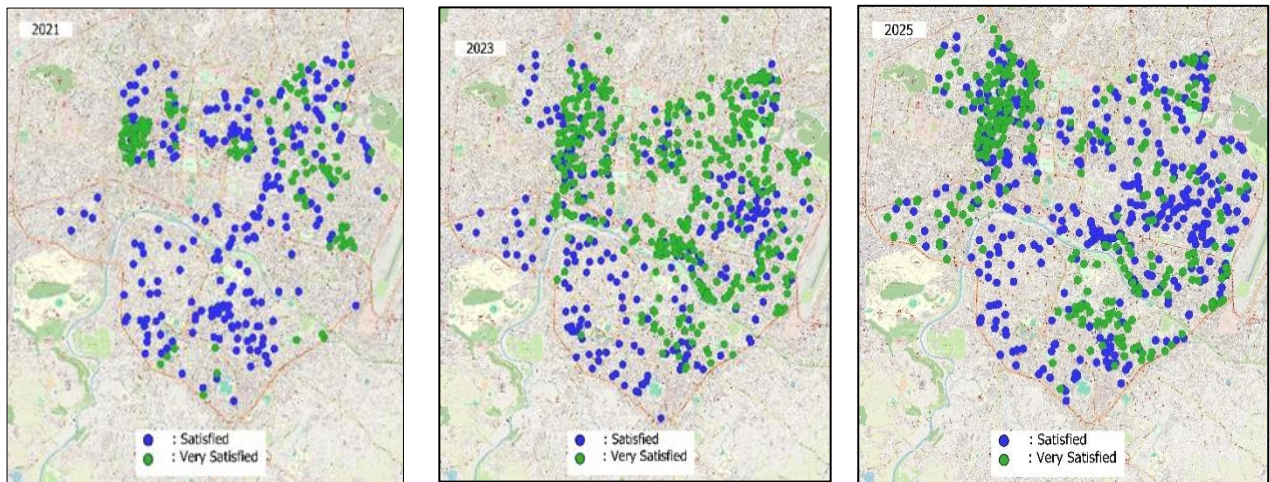


Fig: Customers who expressed satisfaction with water quality supply

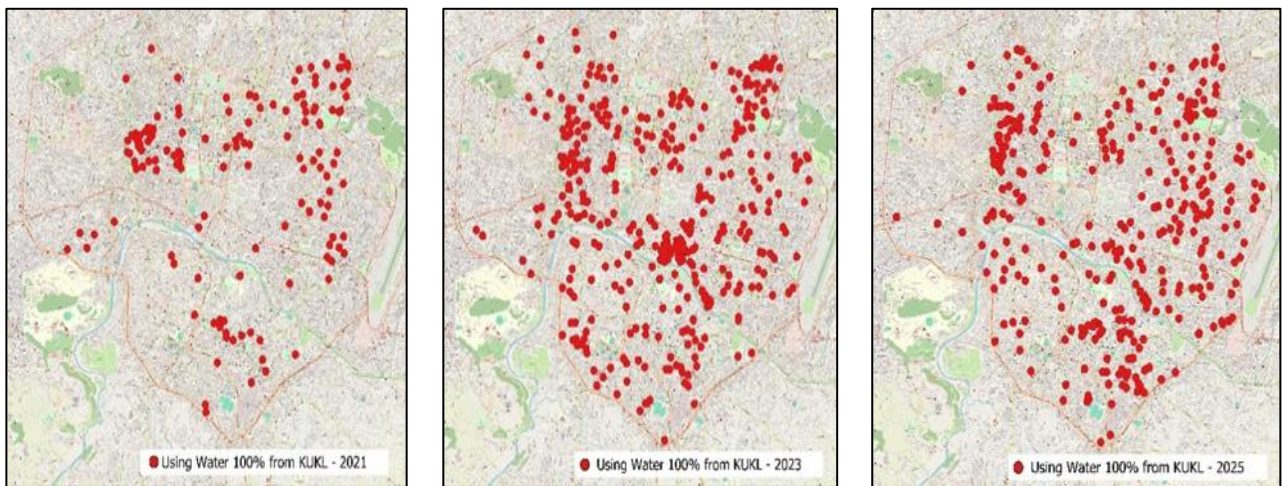


Fig: Customer who fully using water 100% from KUKL supply for domestic demand

Result of Output 5 Activities

To ensure KUKL's sustained commitment to improving water supply services, it is necessary to widely disseminate the expertise and skills accumulated through the project throughout the organization. By the end of 2025, under the support of JICA experts, the Training Section took the lead in establishing a sustainable training system and formulating an annual training plan. The project developed the following five training modules and established an internal training system in which KUKL staff members serve as instructors for each training module.

Tariff Rates

Supply by Tankers

S.N	Quantity of Water (Liters)	Rate (NRs.)
1	5000	1995
2	6000	2300
3	8000	2860
4	9000	3155
5	10000	3435
Payment at Delivery Place		Extra Charge of 10%

Piped Water Connection

S.N.	Connection Size (inch)	Minimum Consumption (Liters)	Metered		Unmetered
			Minimum Charge (NRs.)	Additional Charge Per 1000 Liters (NRs.)	Monthly Fixed Charge (NRs.)
1	1/2"	10,000	100	32	785
2	3/4"	27,000	1,910	71	4,595
3	1"	56,000	3,960	71	9,540
4	1 1/2"	1,55,000	10,950	71	26,280
5	2'	3,20,000	22,600	71	5,42,55
6	3"	8,81,000	62,240	71	1,49,415
7	4"	18,10,000	1,27,865	71	3,06,880
Sewerage service charge				50% of water bill	

Water and Wastewater Quality Analysis

S.N.	Analysis Type	Rate (NRs.)
1	Physico-chemical Analysis	495.00
2	Bacteriological Analysis (Total coliform, Fecal coliform, E. coli, Vibrio cholerae, Salmonella and Shigella)	300 each
3	Arsenic Test	300.00

Sewer Cleaning by Jetting Machine

S.N.	Description	Rate (NRs.)
1	Cleaning of sewer Upto 100 ft length	1000
2	Cleaning of sewer more than 100 ft length	1500

Photographs



Eighteenth Anniversary Organizing Committee with the CEO



Annual Report Editorial Sub Committee



Blood Donation Program Sub Committee



Awards and Decoration Sub Committee

Kathmandu Upatyaka Khanepani Limited Branch Offices

Main Office

📍 Tripureshwor Marga
Phone 📞 : 1-4117356, 1-4117358
Email 📧 : info@kathmanduwater.org

Maharajgunj

📍 Pani Pokhari
Phone 📞 : 1-4418793, 1-4411194

Mahankalchaur

📍 Mahankalchaur
Phone 📞 : 1-5210357, 1-5210335

Lalitpur

📍 Jawalakhel
Phone 📞 : 1-5527268, 1-5521723

Madhyapur Thimi

📍 Madhyapur Thimi
Phone 📞 : 1-6635987, 1-6630296

Kritipur

📍 Kritipur Road
Phone 📞 : 1-4330545, 1-4332855

Baneshwor

📍 Minbhawan
Phone 📞 : 1-4107912, 1-4107915

Bhaktapur

📍 Nagarkot Road
Phone 📞 : 1-6610235, 1-6610979

Tripureshwor

📍 Tripureshwor Marga
Phone 📞 : 1-4101246, 1-4101006



Kathmandu Upatyaka Khanepani Limited

Tripureshwor Marga, Kathmandu, Nepal

www.kukl.org.np

info@kukl.org.np