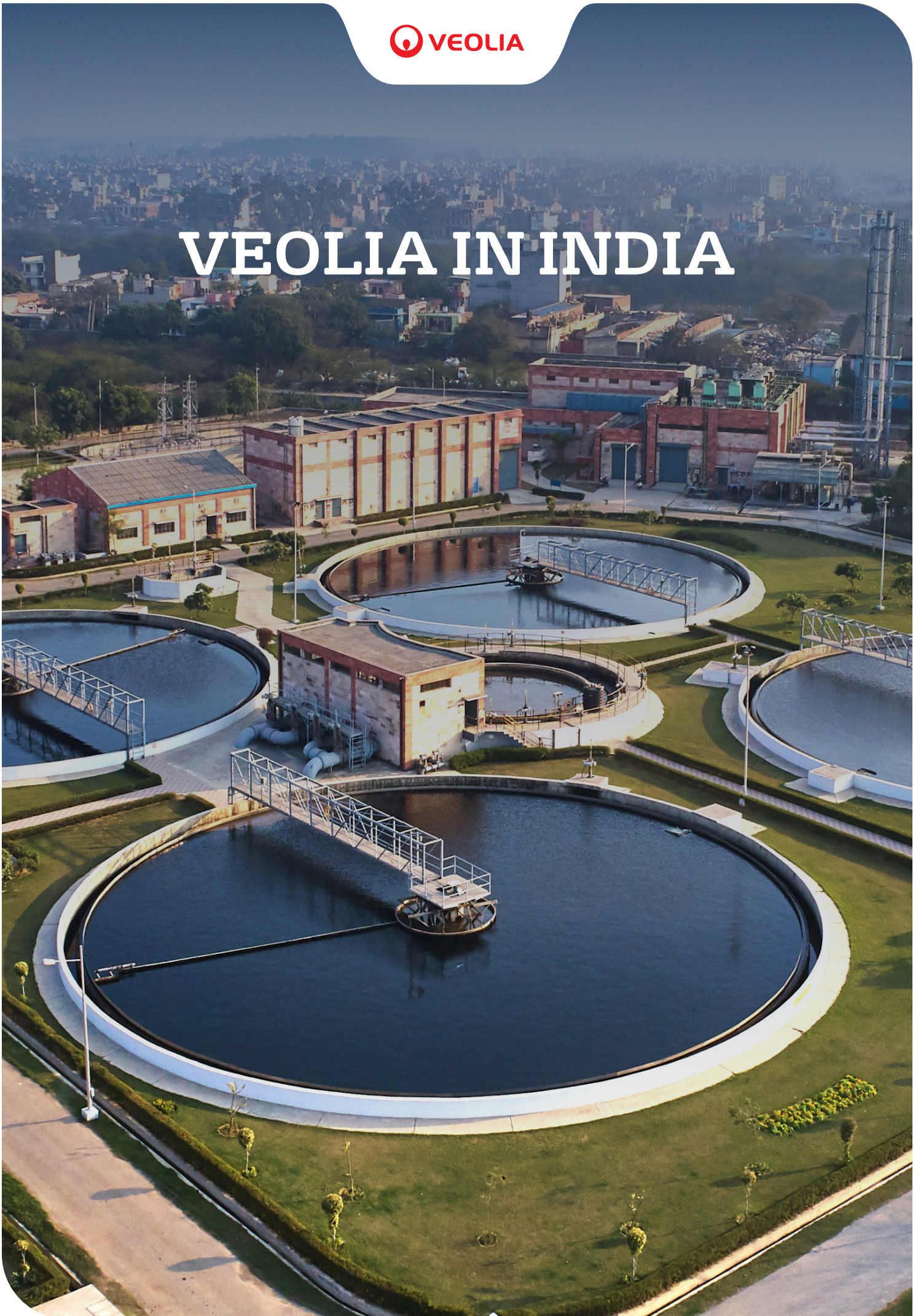


VEOLIA IN INDIA



OUR MISSION

"Resourcing the World"

The world has to rethink its relationship with resources and come up with new social and economic growth models that are more efficient, better balanced and more sustainable.

Veolia designs and implements solutions aimed at improving access to resources while at the same time protecting and renewing those resources.

IMPROVING ACCESS TO RESOURCES

Veolia offers operational solutions that consume fewer environmental resources and are more economically efficient, so as to expand both the potential and the accessibility of the resources available.

PRESERVING RESOURCES

Veolia develops solutions to conserve resources and optimize their use, while protecting their quality and efficiency throughout the usage cycle.

REPLENISHING RESOURCES

Veolia provides solutions for creating new "secondary" resources that will gradually offset the increasing scarcity of natural "primary" resources, generating new opportunities for social and economic development that protect the environment.

This is how VEOLIA AND ITS EMPLOYEES contribute EACH AND EVERY DAY TO RE-SOURCING THE WORLD"

“

In becoming the benchmark company for ecological transformation, Veolia is committing to accelerating and expanding the deployment of existing solutions, while simultaneously creating the solutions of tomorrow.

"A business is prosperous because it is useful and not the other way round"

ANTOINE FRÉROT
Chairman & CEO -Veolia

Be The **World Leader** in the
Ecological Transformation

OUR PURPOSE:

A shared approach to progress

Veolia is committed to delivering a multifaceted performance with the same level of attention and demands on its economic, financial, commercial, social, societal and environmental performance. It's 18 indicators will be regularly audited and measured by independent bodies.



OUR 3 BUSINESSES



Veolia treats and monitors **WATER QUALITY** at all stages of the water cycle, from extraction to discharge back into the natural environment. We innovate to protect resources and encourage recycling and reuse of water by cities and industries.



Veolia specializes in **WASTE MANAGEMENT**, whether for liquid or solid, non-hazardous or hazardous waste. Our expertise covers the entire waste lifecycle, from collection to recycling and its final recovery as materials or energy.



An expert in **ENERGY SERVICES**, Veolia supports the economic growth of its municipal and industrial customers while helping in reducing its ecological footprint. Whether in energy efficiency, efficient management of heating and cooling networks, or green energy production, we have unique expertise for a sustainable world.

REVENUE: €26 billion

| | | |
|---|---|--|
| 95 million people supplied drinking water | 40 million people provided with collection services on behalf of municipalities | 43 million MWh produced |
| 62 million people connected to wastewater systems | 47 million metric tons of treated waste | 45,806 thermal installations managed |
| 3362 drinking water production plants managed | 4,64,948 business clients | 2,137 industrial sites managed |
| 2737 wastewater treatment plants managed | 685 waste processing facilities operated | 611 heating and cooling networks managed |

OUR 9 CSR Commitments

Veolia's approach to social, environmental and societal responsibility is an integral part of its strategy, business model and durability.

Veolia's success is founded on its usefulness to all its stakeholders: clients, shareholders, employees, suppliers and the current and future generations living in the different locations where we operate.

Our ongoing dialogue and interactions with all these stakeholders build a solid foundation of mutual knowledge and understanding, ensuring that we can best serve the various needs of these different groups.

Resourcing The Planet

1 Sustainably manage natural resources by encouraging the circular economy

2 Contribute to combating climate change

3 Conserve and restore biodiversity

Resourcing The Regions

4 Build new models for relations and value creation with our stakeholders

5 Contribute to local development and attractiveness

6 Supply and maintain services crucial to health and human development

Resourcing The People

7 Guarantee a safe and healthy work environment

8 Encourage each employee's professional development and commitment

9 Guarantee that diversity and fundamental human and social rights are respected within the company

OUR KEY DIFFERENTIATOR

Acting and committing to ecological transformation

Our commitment to respect and preserve natural resources to the highest level drives the way we develop our business and supports the long term sustainable development of our company and our projects. "Resourcing the world" means not only developing highly efficient technologies and systems but also constantly innovating to find solutions for a sustainable future. We believe in a circular economy, where nothing, ultimately, will be wasted, and where "waste" is a resource.

Operational Excellence

The foundations for Veolia's operational performance are our people and our shared objectives plus state-of-the-art standards, benchmarking and best practices. We optimize the operation process to improve the lifecycle of the projects and ensure continuous improvement of our customer's operational performance.

1. Global technical centre of Excellence to continuously improve operational performance
2. More than 350 proprietary technologies to support customized solutions for our clients
3. Strong international dynamic network to deliver integrated solutions
4. Full range of services from design & installation to exceptional customer service
5. Deliver O&M solutions for longer equipment life and optimised cost
6. Reducing Total Cost of Ownership and OPEX costs
7. Maximize productive up time
8. Optimizing cash flow
9. Highest integrity and commitment to compliance

INNOVATION & CUSTOMER FOCUS DRIVE VEOLIA'S PERFORMANCE.

Ecological Innovation

Driving ecological innovation with and for all our stakeholders is the pathway to address current and future challenges and allowing everyone to meet their biological, human and social needs with the aim of improving living standards and sustainability on our planet.

1. Innovate to transform our social and business models, and guarantee their "net zero impact" in the long term, including eco-design, bioconversion, and CO2 capture and storage.
2. Providing solutions tailored to specific challenges: wastewater treatment and recovery; the development of high-performance treatment systems for industrial process water; monitoring and treatment solutions for atmospheric emissions from sites;
3. Delivering greater efficiencies and cost savings to our customers, as well as creating incremental value by extending the longevity of resources through recycling, recovery and reuse.
4. Deploying initiatives and solutions aimed at protecting and preserving biodiversity.

People first

Environmental services is a people's business. For Veolia, this means a "people first" approach where we prioritise our employees. We are committed to creating a safe and healthful work environment that favours the well being and development of all our employees.

1. Safety is and will always be at the front and center of the organization. Veolia has made **"zero accidents"**: a choice, a concrete goal and a true lever for performance.
2. For **career development** of our employees, we tailor training programmes to enhance their efficiency, knowledge and skills.
3. **Diversity in our workforce** is an integral part of the organization. We strongly promote gender diversity as we believe it is a major asset in our ability to be successful.
4. **Compliance with the law and internal rules** is an absolute obligation and non-negotiable, it being the basis of the relationship of trust that Veolia maintains with its employees, shareholders, partners and customers and more broadly with all its stakeholders.

VEOLIA IN INDIA

Veolia India Private Limited has been in India for more than 20 years, offering an entire range of water and waste solutions tailored to meet the specific needs of municipalities and industries across India, including engineering and construction services, operations and maintenance services, performance contracts, and significant maintenance and refurbishment.

Veolia India has partnered with various local authorities in New Delhi, Maharashtra and Karnataka, Greater Mohali, to provide a 24/7 water supply through a water distribution system that is continuously full and under pressure. We are also leading the way in hazardous waste management for industries in Gujarat and work hand-in-hand with them to develop innovative solutions and meet their specific waste, water, and energy needs.

1999

Delhi
1999: Establishment of Veolia in India

Chennai
2000: Chennai Twinning & Chennai Waste collection

2005

Nagpur
2005: First demo zone Projects
2007: Pench I demo zone
2008: Kanhan WTP

Maharashtra
2009: Lavasa STP

2010

Nagpur
2010: Mihan
2011: Nagpur Full City - India's first full city contract
2011: Pench IV

New Delhi
2010: Okhla WTP
2012: Nangloi Water Services – Delhi's largest PPP in water sector & Nilothi Sewage Treatment Plant

Karnataka
2012: Bijapur, Ilkal & Indian Institute of Science (IISC)

Sri Lanka
2011: Passikudah Bay

2015

Chennai
2015: Neyveli Lignite

Karnataka
2017: Shimoga, Harihar & Ranebennur

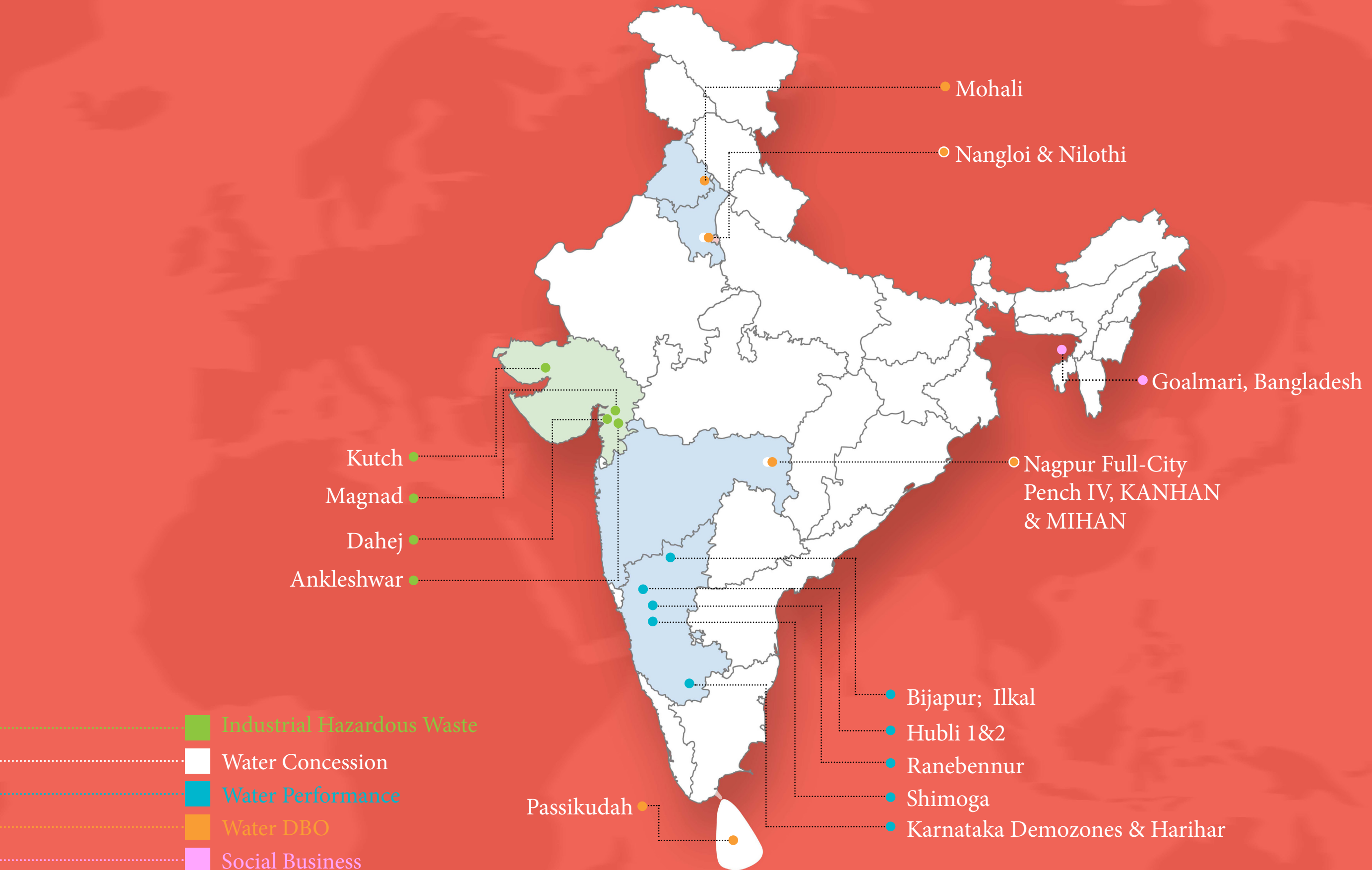
2018

Gujarat
2018: Detox India Private Limited & Safe Enviro Private Limited

Mohali
2019: Mohali WTP

Nagpur
2020: 100% acquisition of Orange City Water (OCW) 24X7 Water Supply To Nagpur City

OUR PRESENCE in India



OUR AREA of Business



WATER

5 Million
**People supplied
with drinking water**

1000 MLD
**Water treated and
produced**

90 MLD
Sewage treated

Today in India, Veolia partners with local authorities to provide 24X7 drinking water for citizens through a water distribution system that is continuously full and under pressure. The solutions mainly include engineering and construction services, operations and maintenance services, performance contracts and major maintenance and refurbishment. We are the pioneers in demonstrating the feasibility of 24X7 water supply in India (like cities of Karnataka, Maharashtra, Greater Mohali and areas in Delhi).

Our mission involves producing the highest quality drinking water and collecting and treating wastewater for safe discharge or recycling. Veolia's experience covers the whole water cycle, from collection to discharge, together with network and customer management, to meet the needs of cities.



WASTE

1800 KLD
**Concentrated
wastewater treated**

36000 MT
**Hazardous waste
incinerated per annum**

18 MMT
**Total landfill
capacity**

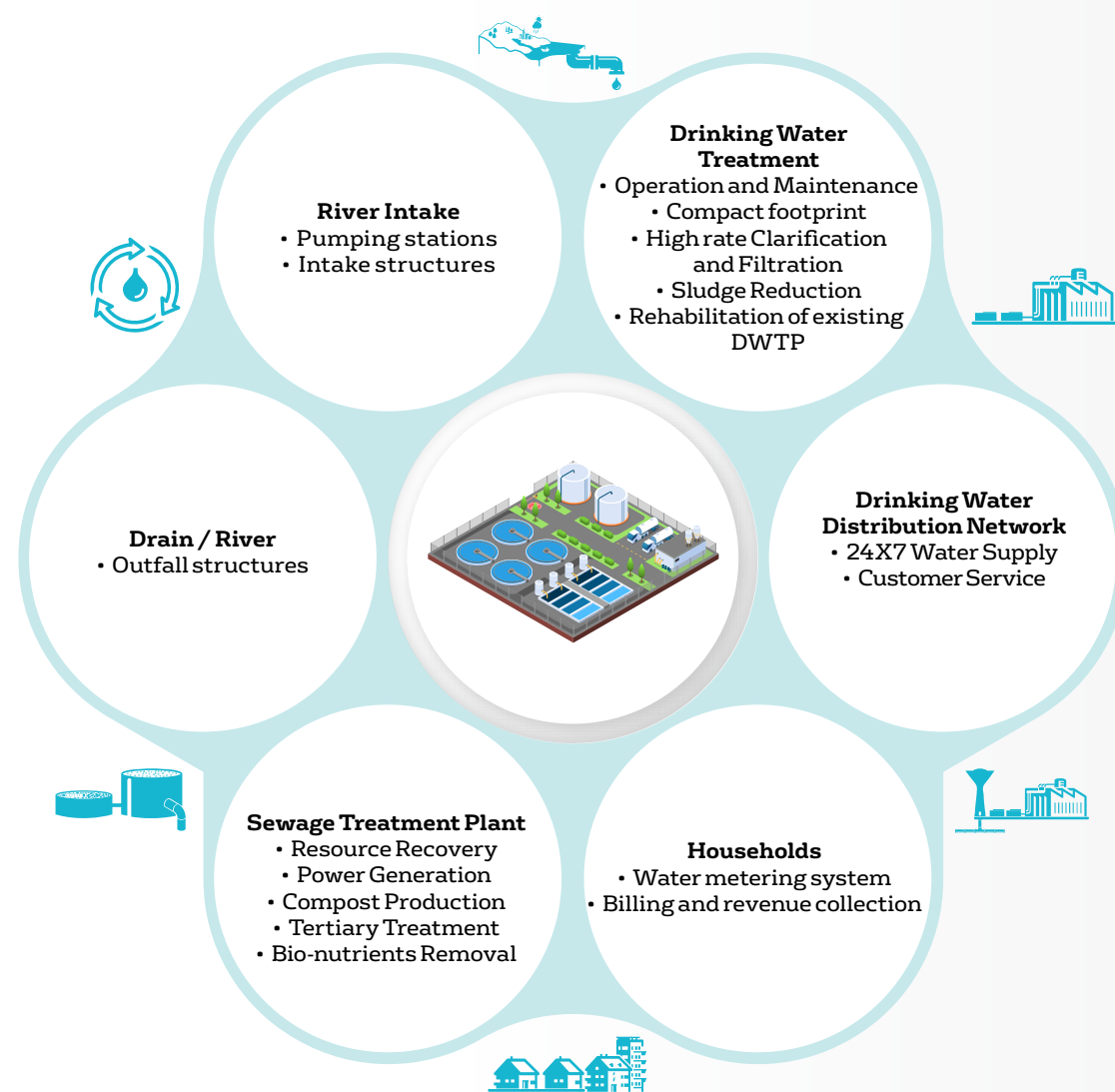
Veolia India has strengthened its position in the services to the industries by entering into the hazardous waste market in the industrial state of Gujarat. We develop cost effective technological solutions for clients from diverse markets to reduce, reuse and recycle their waste and help them improve profitability and preserve the environment.

Our mission currently involves in providing operation and maintenance services for industries to assist them with environment management programmes and help them achieve their sustainability goals.

Through our Detox India Pvt. Ltd, venture in Gujarat, we work hand-in-hand with them to develop innovative solutions to meet their waste, water and energy needs.

OUR SOLUTIONS and Expertise

Water Cycle Management



Construction and O&M Water Treatment Plants



Construction and O&M Sewage Treatment Plants



Managing bills, collection and customer management



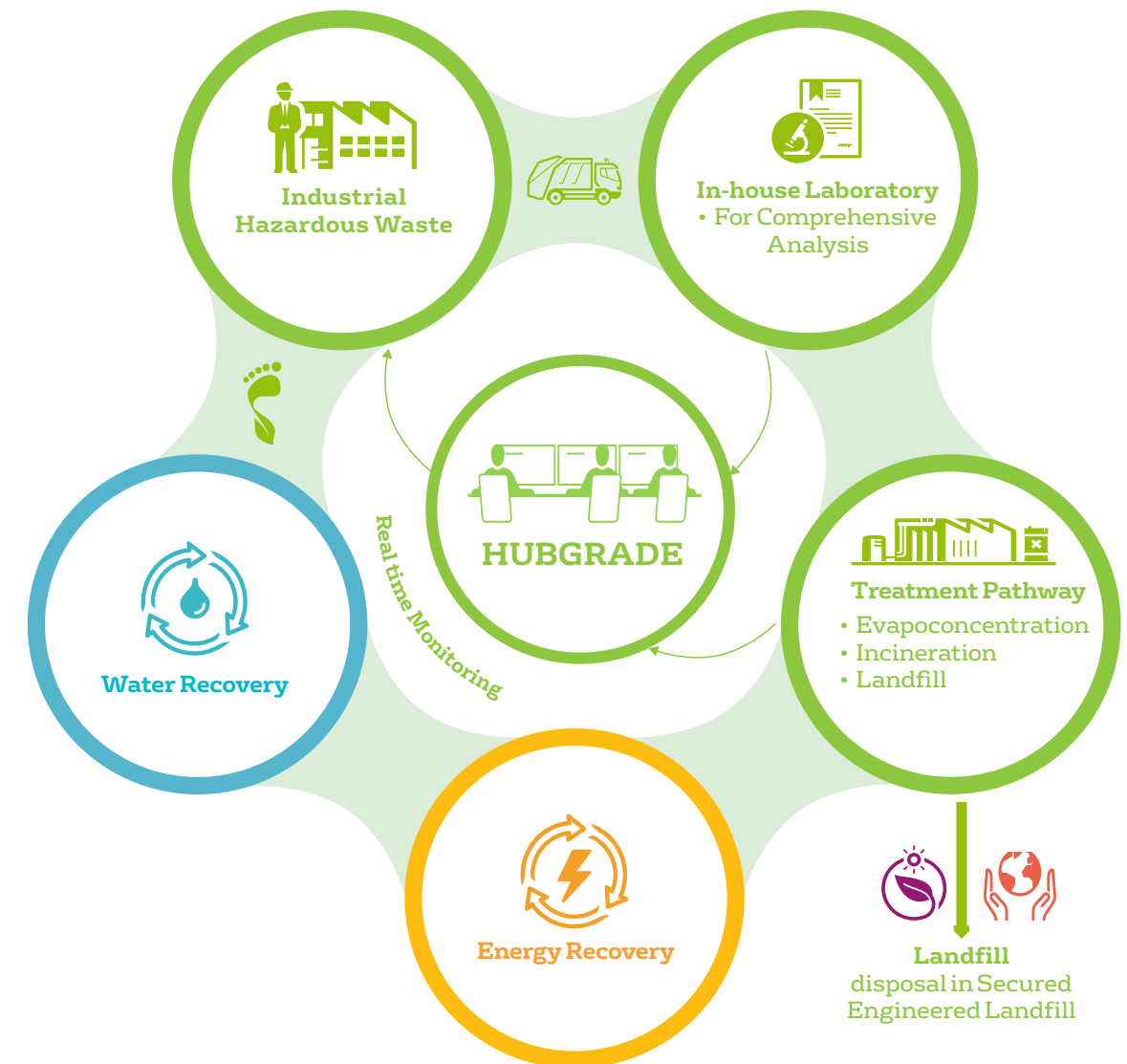
Network and distribution management



Construction and O&M Desalination Plants



Waste Management Model



Industrial Wastewater Treatment Zero Liquid Discharge



Hazardous Waste Land filling and Pre-processing

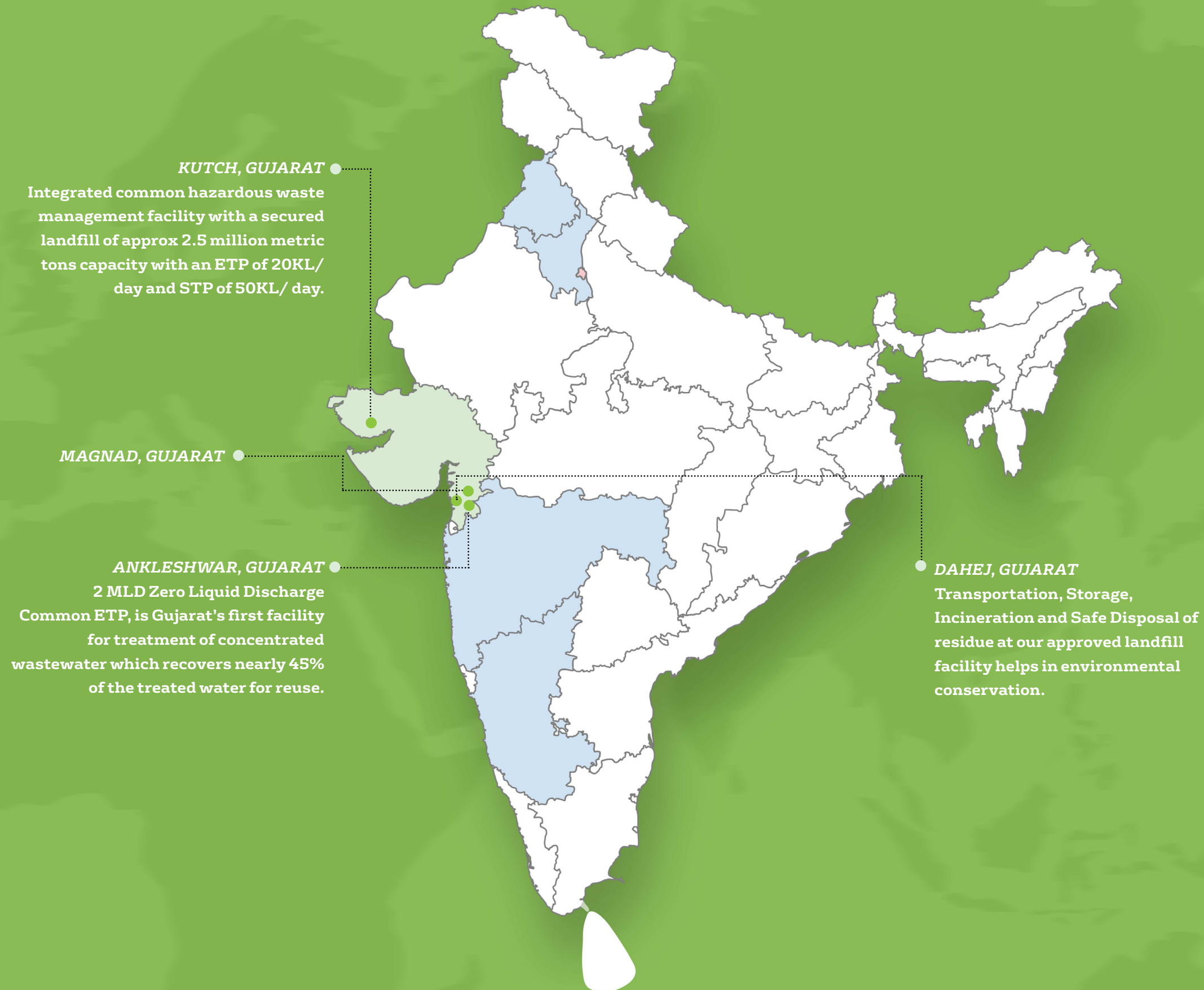


Hazardous Waste Incineration



Our industrial projects

HAZARDOUS WASTE



ANKLESHWAR

Zero Liquid Discharge Common Effluent Treatment Plant

Complete Solutions For Concentrated Wastewater Collection And Treatment



**2 MILLION LITRE
INDUSTRIAL
WASTEWATER
TREATED PER DAY**

Project start on
March 2016

Type of contract
*Merchant Plant-Build Operate
Own (BOO)*



Ankleshwar nests one of the most extensive industrial belts of Gujarat, with over 1500 chemical plants engaged in the production of pesticides, pharmaceuticals, chemicals, and paints.

This unique ZLD CETP at Ankleshwar is Gujarat's first facility to treat concentrated wastewater generated from highly polluting industries and recover nearly 45% of the treated water for reuse.

The final waste is transported to a designated landfill in full compliance with the environmental and safety standards. In addition, Veolia creates dedicated waste recycling solutions for each customer's specific needs.

OUR SOLUTIONS



Cost-effective treatment solutions for critical wastewater streams having high concentrations of COD, TDS, Amm. Nitrogen, etc. generated from various industries.



Treatment of broad spectrum of industrial liquid waste viz. Pharma, Pesticides, Bulk Drugs, Dyes & Intermediates, H-Acid & Chemical sector.



Integrated best technologies - Best treatment technologies are adapted to suit the specific requirement of the plant. It is well-equipped with technologies like forced evaporation systems, multi-effect evaporators, mechanical vapor recompression, membrane biological treatment, and reverse osmosis.



Recovery & Recycling - Veolia ensures the disposal and recovery from the waste under full compliance and regulation. The ammonia stripping facility helps to recover salts like ammonium sulfate and ammonium carbonate, which would otherwise be considered as a waste.



State of the art in-house laboratory monitors waste characterization parameters at every stage of the treatment; ensures consistency in the quality of treated water for reuse.



LICENSE TO OPERATE
Guarantee Compliance.
Waste Traceability And Reporting.
Health And Safety.



COST EFFICIENCY
Reduced Operating Costs.
Guarantee Performance.
Integrated Services.



SUSTAINABLE PERFORMANCE
Environmental Footprint (Reduced fresh-water consumption, Co2 capture, Effluent and sewage treatment).
Social Footprint (Community Engagement).
Employee Absorption and Development.

DAHEJ Common Hazardous Waste Incineration Facility

Complete Solutions For Concentrated
Wastewater Collection And Treatment

**36,000 METRIC TONS
HAZARDOUS WASTE
INCINERATED PER
ANNUM**

Project start on

April 2014

Type of contract

*Merchant Plant-Build Operate
Own (BOO)*

Design capacity

36000MT per Annum



DahejislocatedontheSouth-WestcoastofGujaratinBharuchdistrict.Itisaspecialzonefor petrochemicals. The Dahej Common Hazardous Waste Incineration Facility has a treatment capacity of 36,000 metric tons per annum (10 million Kcal/hr) and has a robust industrial customer base in the industrial estates of Dahej, Ankleshwar, Sarigam, and Vapi in Gujarat.

Hazardous waste and toxic pollutants pose significant health and environmental risk. Veolia ensures comprehensive hazardous waste management in the collection, transport, recovery, physicochemical treatment, incineration, or landfill disposal. Its services aim to provide clients with the safest treatment of hazardous waste while fulfilling all compliance requirements.

OUR SOLUTIONS



Hazardous waste management - Transportation, Storage, Incineration, and safe disposal of residue at our approved landfill facility. Our solutions reduce the environmental impact of industrial activities, avoid disruption of pollution in the environment and promote a circular economy.



Operational efficiency through process automation and advanced control PLC & SCADA systems. Efficient flue gas treatment for air pollution control with continuous online monitoring system.



State of the art in-house laboratory for comprehensive and quick check analysis; monitoring waste characterization parameters.



Effective treatment solutions for hazardous waste streams from a wide spectrum of industrial waste viz. Pharma, Pesticides, Bulk Drugs, Dyes, Chemical sector.



LICENSE TO OPERATE
Guarantee Compliance.
Waste Traceability And Reporting.
Health And Safety.



COST EFFICIENCY
Reduced Operating Costs.
Guarantee Performance.
Integrated Services.



SUSTAINABLE PERFORMANCE
Environmental Footprint (Sewage treatment).
Social Footprint (Community Engagement).
Employee Absorption and Development.

KUTCH

Integrated Common Hazardous Waste Management Facility

Hazardous Waste Treatment Storage Disposal Facility

2.5 MILLION TONS LANDFILL FACILITY

Project start on
April 2008

Type of contract
Merchant Plant- Build Operate Own (BOO)

Plant capacity
2.5 Million Tonnes



Kutch facility is a pre-processing and treated waste landfill facility that supports the Gujarat industrial belts. As industrial hazardous waste is corrosive, toxic, or reactive, proper treatment is essential to ensure environmental safety and healthy living.

At the Kutch facility, waste is identified and analyzed at a dedicated laboratory, and the best treatment process is adapted as per the specific requirement. The final waste is stabilized and landfilled in full compliance with the environmental and safety standards.

This facility has a secured landfill of approximately 2.5 million metric tons capacity with an effluent treatment plant of 20KL/ day and a sewage treatment plant of 50KL/ day. This facility has a forced evaporation capacity of 100KL/day. The landfilling capacity is projected to increase to 5 million tonnes in the future.

OUR SOLUTIONS



Integrated solutions - Forced evaporation capacity of 100KL/ day; integrated leachate treatment and solidification and stabilization capacity of 200MT/ day.



Operational Efficiency through process automation and advanced control PLC & SCADA systems. Using the most up-to-date processing technologies, Veolia ensures that the waste is treated and safely released to the landfill.



State of the art in-house laboratory for comprehensive and quick check analysis; monitoring waste characterization parameters.



Transparency through live tracking of activities, online stack monitoring, and weather monitoring station.



Monitoring: GPS-enabled vehicles for reliable transportation of hazardous waste.



Storage Facility - Hazardous waste and toxic pollutants pose significant health and environmental risk. An intermediate storage facility has been built for waste collection during the monsoon.



LICENSE TO OPERATE
Guarantee Compliance.
Waste Traceability And Reporting.
Health And Safety.



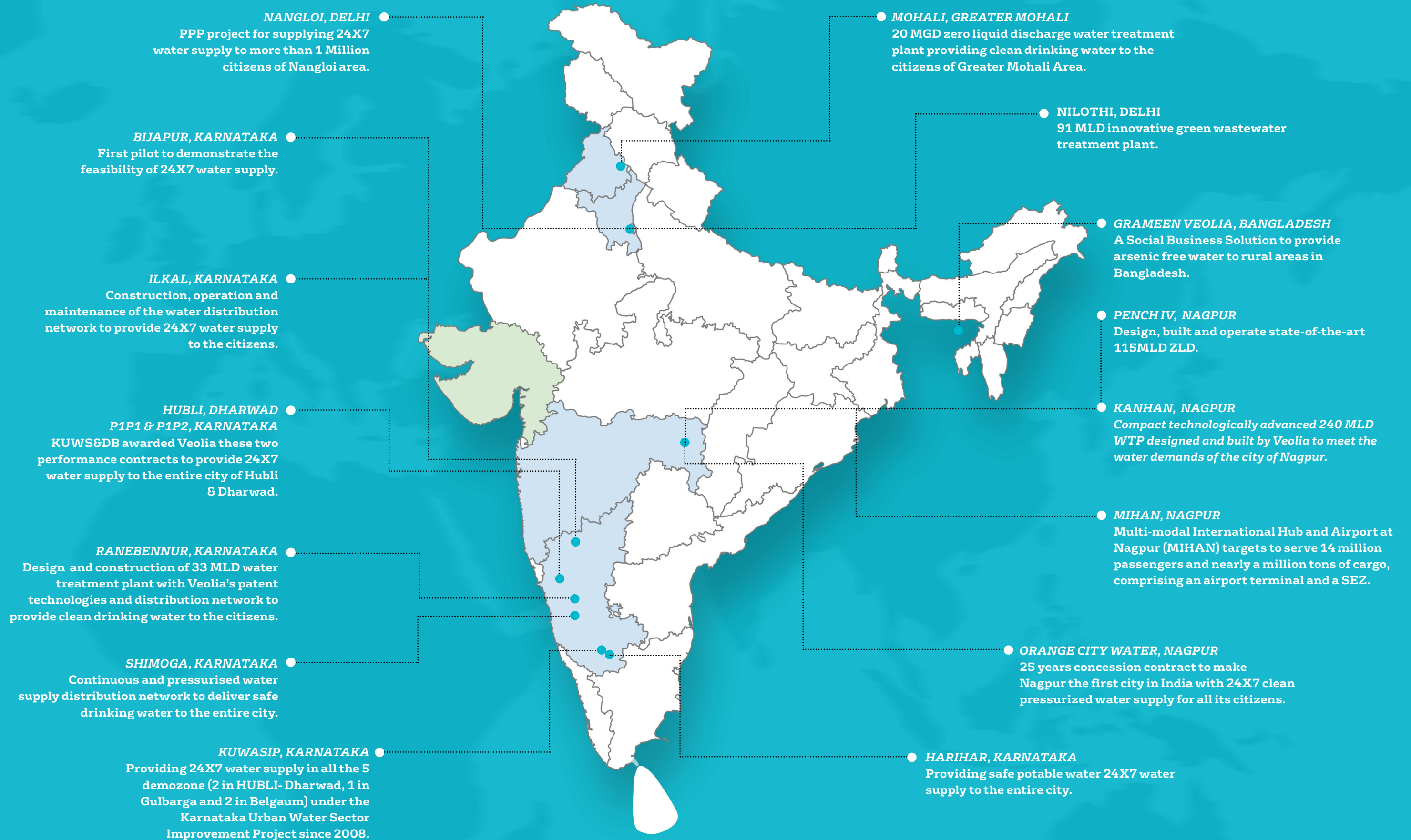
COST EFFICIENCY
Cost effective model.
Guarantee Performance.
Integrated Services.



SUSTAINABLE PERFORMANCE
Environmental Footprint (Compliant Landfill management from construction to closure).
Social Footprint (Community Engagement).
Employee Absorption and Development.

Our Municipal Projects

WATER & WASTE WATER



CONCESSION CONTRACTS

NANGLOI WATER SERVICES

Water Distribution Improvement Project

24X7 Water Supply to more than 1 Million Citizens

Client

Delhi Jal Board

Type of contract

Long term performance contract

Year of Award

2013

Scope of Work

4 years of Rehabilitation & 15
years of O&M



In 2013, the Delhi Jal Board (DJB) chose Veolia to run its water supply service for the next 15 years for the Nangloi command area. Through its joint venture company, Nangloi Water Services (NWS) - Veolia will provide a 24X7 water supply to more than one million citizens.

The project consists of improvement and revamping of the existing water supply, transmission and distribution network under the command area of Nangloi water treatment plant, on a Public-Private Partnership (PPP) basis.

By working hand-in-hand with the Delhi Jal Board and various stakeholders, Veolia will aim to provide a continuous potable water supply to all within the Nangloi project area (approx. 129 sq-km). All assets under this contract will remain the property of Delhi Jal Board, along with setting the water tariff for the customers.

OUR SOLUTIONS



Modernization of the Nangloi Water Treatment Plant and three existing underground service reservoirs (UGRs) and their associated pumping stations along with the construction of 2 new UGRs and pumping stations.



Through a highly integrated process of withdrawing water from the Bawana canal, NWS treats it to the highest quality standard fit for drinking purposes, piping and storing the treated water, and finally distributing it to every customer household.



Rehabilitation of the existing distribution networks and replacement of all customer meters. Connection/ metering of all illegal and not connected properties and network extensions in no network/ no connection areas.



Water solutions are tailored to local conditions, and all meet public health standards. Distribution systems are compliant with regulations, in line with customer expectations, and designed with minimal environmental impact.



Modern customer care center to provide better customer service.



LIVABLE

Public Health & Salubrity.
Improve Citizen Well-being.



RESILIENT

Resource Prevention (Quality).
Resource Scarcity Management (Quality).
Social Engineering and Relation with Citizens.



INCLUSIVE

Access to essential services.
Customer Satisfaction.

ORANGE City Water

Water Cycle Management of Entire
City of Nagpur



24X7 WATER SUPPLY FOR ALL CITIZENS OF NAGPUR

Client

Nagpur Municipal Corporation

Type of contract

Concession contract

Year of Award

2012

Scope of Work

25 years of O&M

Population served

~3 Million



With the rapid urbanization of Nagpur, the water supply challenges also increased. To overcome these challenges, in 2012, Nagpur Municipal Corporation chose Veolia, making Nagpur the first city in India with a fully pressurized 24X7 drinking water supply system. This concession contract was implemented under the Jawaharlal Nehru National Urban Renewal Mission (JnNURM).

This 25 years concession contract includes rehabilitating water production and distribution infrastructure and other integrated services to provide safe drinking water to the inhabitants of Nagpur city.

PROJECT SHEET



Operational efficiency with Veolia's world-class engineering expertise and solutions. Refurbishment and replacement of existing assets with advanced technologies.



Operating five water treatment plants with a combined capacity of ~750 MLD and managing a water distribution network of ~3000 km.



It moves towards a 24X7 water supply by executing a command area-wise rehabilitation plan and then improving the water supply hours from intermittent to 24X7.



Social acceptability is crucial for this project, as it will bring behavioural and social changes to the lifestyle of the Nagpurians. A Social Welfare Team with members from different backgrounds was formed to strengthen community relations and improve dialogue with the citizens.



Efficient customer service centers to provide effective and quick service.



LIVABLE
Public Health & Salubrity
Citizen Well-being
Replenish Resources



INCLUSIVE
Access to essential services
Customer Care
Social And Flexible Tariffs



RESILIENT
Resource Scarcity Management (Quality)
Social Engineering and Relation with Citizens

PERFORMANCE CONTRACTS

ILKAL Water Distribution Project

Water Distribution Improvement
Project

24X7 WATER SUPPLY TO CITIZENS OF ILKAL

Client

Karnataka Urban Water Sector
Improvement Project

Type of contract

Performance based
management contract

Year of Award

2013

Contract period

2 years of Construction & 4
years of O&M



In 2012, the Ilkal City Municipal Council awarded a 5.5-year contract to Veolia India for the construction of its water distribution network and the operation and maintenance of its entire city water supply system.

On behalf of the Ilkal City Municipal Council, Veolia ensures that all the 70000 citizens and about 12000 slum dwellers have access to safe water, all day and every day.

The contract is executed within the framework of the North Karnataka Urban Water Sector Improvement Project (NKUWSIP), funded by the Asian Development Bank. Awarded through an international bidding process, this performance contract has completed Phase 1 - Construction Period (25 months Feb 2013 to Mar 2015) and Phase 2 - Preparatory Period (Apr 2015 to Sep 2015), and is now in Phase 3 - Operation and Management from Aug 2015 to Aug 2020. Due to the continuous efforts of Veolia and the efficient services, up to 90%, collection efficiency (bill payment) of the customers has been achieved.

PROJECT SHEET



Innovative solutions to reduce withdrawal from water resources while continuing to provide for increasing demand for water.



Innovative technologies to extend the lifetime of the pipeline networks, with minimal environmental impact, while reducing engineering and operating costs.



Veolia's state-of-the-art leakage detection and rectification process ensures 24X7 pressurized water supply.



Efficient customer care center to provide better customer service. All customer queries are responded within 24 hours and complaint redressal done within 7 days.



LIVABLE

Public Health & Salubrity
Improve Citizen Well-being
Replenish Resources



INCLUSIVE

Resource Scarcity Management (Quality)
Robust Infrastructure & Management



RESILIENT

Access to Essential Services
Customer Satisfaction
Citizen Centric and Community Involvement

RANEBENNUR Water Distribution Contract

24X7 Drinking Water Supply to the
Citizens of Ranebennur

SUPPLY DRINKING WATER TO 150,000 CITIZENS

Client

KUIDFC and Ranebennur City
Municipal Council

Type of contract

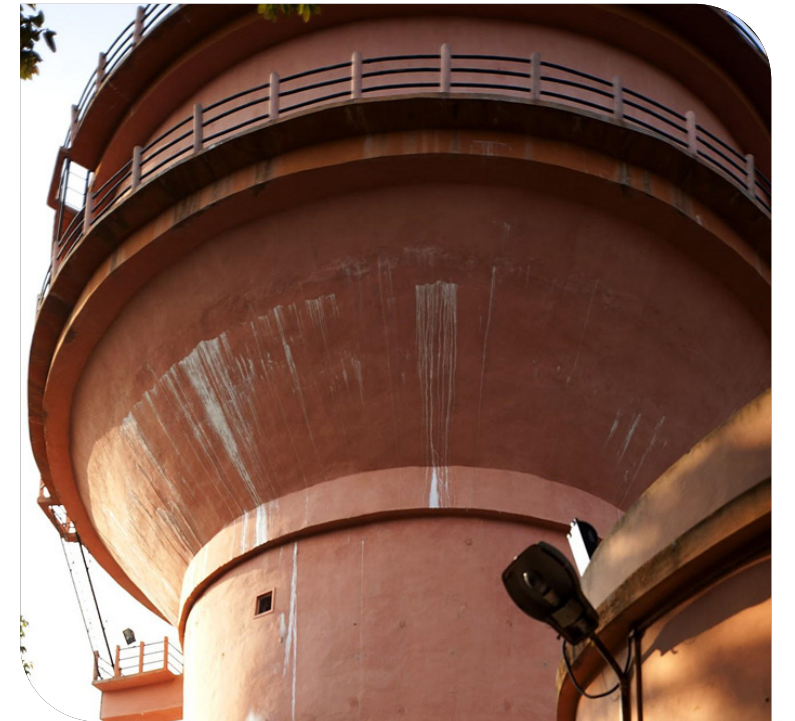
Performance contract

Year of Award

2017

Contract period

2.6 years of Construction & 8
years of O&M



The Ranebennur City Municipal Council (RCMC) along with Karnataka Urban Infrastructure Development and Finance Corporation (KUIDFC) selected Veolia India to build an efficient water supply infrastructure for the city.

Veolia India has constructed a 33 MLD water treatment plant along with a distribution network of 290 KM of pipeline to connect 150,000 citizens with continuous safe drinking water. This 10.6 years contract (2.6 years of construction and 8 years of O&M) was awarded to Veolia India in September 2017.

OUR SOLUTIONS



State-of-the-art water treatment plant providing 24X7 clean drinking water with Veolia's patent technologies: Multiflo[®] and Filtraflo[™] TGV.



Multiflo[®] is a compact clarifier that combines coagulation, flocculation, and lamella setting, all in a single unit.



Filtraflo[™] TGV, a compact gravity filtration system that allows the suspended solids to penetrate deeper into the filter bed, thus allowing a "volume filtration" rather than a "surface filtration".



Operation and management of the distribution system from service reservoirs to the end-user, including billing to customers and round-the-clock customer care.



With continuous pressured water available at their convenience, citizens do not have to incur additional water withdrawal and storage expenditure.



LIVABLE
Public Health & Salubrity
Citizen Well-being



INCLUSIVE
Access to essential services
Customer Satisfaction



RESILIENT
Robust Infrastructure & Management
Resource Scarcity Management (Quality)



HARIHAR Water Distribution Project

24X7 Drinking Water Supply to the citizens of Harihar

SUPPLY DRINKING WATER TO 100,000 CITIZENS

Client

KUIDFC and Harihara City
Municipal Council

Type of contract

Performance contract

Year of Award

2017

Contract period

2 years of Construction & 8
years of O&M



Harihar City Municipal Council (HCMC) along with Karnataka Urban Infrastructure Development and Finance Corporation (KUIDFC) selected Veolia India to construct a water distribution network and provide 24X7 water supply services in Harihara.

It is the first city in Karnataka to outsource the services of operator for complete water supply scheme i.e source to end-user.

Under this project, Veolia provides access to safe water (as per regulatory standards which help citizens to improve their health and hygiene. Continuous water supply reduces the risk of water-borne diseases, which is evidently high when water is supplied intermittently.

OUR SOLUTIONS



Constructing ~180 Km length of distribution network and installation of around 14,000 water connections.



Operation and management of complete water supply scheme from source to the end-user including water treatment, billing & collection and customer service.



With continuous potable water available at their convenience, citizens need not incur expenditure on account of coping costs such as overhead tanks to store water, suction pumps etc.



World-class SCADA system to monitor the performance of the entire water supply system from source to customers.



Efficient customer service centers to provide effective and quick service.



LIVABLE
Public Health & Salubrity
Citizen Well-being



INCLUSIVE
Access to essential services
Customer Satisfaction
Solidarity



RESILIENT
Robust Infrastructure & Management

SHIMOGA Water Distribution Project

24X7 Drinking Water Supply to the
citizens of Shimoga

SUPPLY DRINKING WATER TO 350,000 CITIZENS

Client

Karnataka Urban Water Supply
and Drainage Board

Type of contract

Performance contract

Year of Award

2017

Contract period

3 years of Construction & 3
years of O&M



Karnataka Urban Water Supply and Drainage Board (KUWS&DB), Bangalore, on behalf of Shimoga City Corporation selected Veolia India for providing 24X7 continuous and pressurized water supply distribution system to the entire city.

This six-year contract (3 years of construction and 3 years of O&M) will make Shimoga the first City Corporation that provides 24X7 water supply to the entire city, in the state of Karnataka.

OUR SOLUTIONS



Construction of about 630 Km length of water distribution network and installing approximately 76,000 water connections.



Operation and maintenance of the distribution system from service reservoirs to the end-user including billing to customers and round-the-clock customer care management.



With continuous pressured water available at their convenience, citizens need not incur expenditure on account of coping costs such as overhead tanks to store water, suction pumps, etc.



Proficient customer service centers to provide effective and quick service.



LIVABLE
Public Health & Salubrity
Citizen Well-being



INCLUSIVE
Access to essential services
Customer Satisfaction
Solidarity



RESILIENT
Robust Infrastructure & Management

MULTIMODAL International Hub and Airport (MIHAN)

Managing Water and Wastewater
Treatment

ONE STOP SOLUTION FOR ALL WATER NEEDS TO INDUSTRY

Client

Maharashtra Airport
Development Company Limited

Type of contract

Operation and Maintenance

Year of Award

2010

Scope of Work

10 years of O&M



The Multi-modal International Hub and Airport at Nagpur (MIHAN) is one of India's most significant economic development projects, with a target to serve 14 million passengers and nearly a million tons of cargo. It comprises an airport terminal and a Special Economic Zone (SEZ), with a residential area covering almost 40 square kilometers.

PROJECT SHEET



Veolia operates and maintains a water treatment plant of 20.64 MLD and a sewage treatment plant of 39MLD.



Advanced water treatment plant providing 24X7 clean drinking water with Veolia's patent technologies: Multiflo[®] and Filtraflo[™] TGV.



Multiflo[®] is a compact clarifier that combines coagulation, flocculation and lamella setting, all in a single unit thus saving a lot of infrastructural requirements of a conventional WTP.



Filtraflo[™] TGV, a compact gravity filtration system that allows the suspended solids to penetrate deeper into the filter bed, thus allowing a "volume filtration" rather than a "surface filtration"



Veolia also operates a 77 MLD wastewater treatment plant to meet MIHAN's industrial needs for water.



The treated wastewater from the sewage treatment plants goes through tertiary treatment before releasing into the environment.



This comprehensive treatment process with 183 kilometers of network across the entire area helps meet MIHAN's industrial needs.



RESILIENT

Resource Scarcity Management (Quality)
Social Engineering and Relation with Citizens



INCLUSIVE

Access to essential services
Customer Satisfaction



CIRCULAR

Improve Resource Productivity
Improve Efficiency

BIJAPUR Water Distribution Improvement Project

First Pilot for 24X7 Water
Supply Project

DEMONSTRATE THE FEASIBILITY OF 24X7 WATER SUPPLY

Client

Karnataka Urban Water Supply
and Drainage Board

Type of contract

Performance Contract

Year of Award

2012

Contract Period

2 years of Construction & 5 years
of O&M

Population served

~75,000



In 2012, the municipality of Bijapur chose Veolia India to remodel its water supply distribution system. Today, Veolia provides 24X7 water supply to an area representing 15% of the city's total area and comprising almost 75,000 people, including slum dwellers.

This five-year performance contract was awarded by the Karnataka Urban Water Supply and Drainage Board (KUWS&DB) within the framework of the Urban Infrastructure Development Scheme for Small and Medium Towns (UIDSSMT).

Under this contract, 7809 households through ~125km water distribution network, including 1,000 house connections in slums. The agreement was closed in May 2020.

OUR SOLUTIONS



Resource efficiency through innovative solutions thus reducing water losses while continuing to provide for increasing demand of water.



Technical efficiency helps to provide a 24X7 water supply with a minimum pressure of 7m to customers. With Veolia's leakage detection and quick rectification process, the network is continuous and full at all times.



Operational efficiency enables to extend the lifetime of pipeline networks with minimal environmental impact while reducing engineering cost and operating cost. Almost 95% of the city's water distribution pipeline replaced.



Efficient customer service centers to provide effective and quick service.



Resource preservation - Our solutions ensure the availability of water resources for future generations. Water extracted from the natural environment is measured, and its availability for the future is monitored over time.



LIVABLE

Public Health & Salubrity
Citizen Well-being



RESILIENT

Resource Scarcity Management (Quality)
Robust Infrastructure & Management



INCLUSIVE

Access to essential services
Customer Satisfaction
Citizen Centric and Inclusive Approach

HUBLI DHARWAD P1P1 & P1P2, Karnataka

Water Distribution Improvement
Project

24X7 WATER SUPPLY TO ENTIRE CITY OF HUBLI DHARWAD

Client

Karnataka Urban Water Supply
and Drainage Board

Type of contract

Performance contract

Year of Award

2013

Contract Period

2 years of Construction and 5
years of O&M for both contract



After the success of the KUWASIP project in 2013, Karnataka Urban Water Supply and Drainage Board (KUWS&DB) chose Veolia to remodel its water supply distribution system in further areas. Within the framework of the Urban Water Supply Scheme (UWSS), KUWS&DB awarded Veolia two performance contracts -

Hubli Dharwad P1P1 - covering 23,000 water connections through ~200km of distribution network, Veolia provides safe drinking water to 150,000 citizens.

Hubli Dharwad P1P2 - Under this contract, Veolia provides a 24X7 water supply to 128,000 citizens through 27,500 water connections and more than 270km of network.

PROJECT SHEET



Construction and renovation of the entire water distribution network to provide continuous pressurized potable water.



World-class network design and leakage detection and rectification solutions, to achieve significant operational results.



Pressurized water networks ensure easy leakage detection and reduction in water loss.



Ensuring continuous supply of water while constantly optimizing our network performance, our solutions offer a guaranteed operational efficiency.



Excellent customer services to inform, address all customer related inquiries and complaints.



With continuous pressured water availability eliminates the expenditure incurred to the people on account of coping costs such as overhead tanks to store water, suction pumps, etc.



LIVABLE

Public Health & Salubrity
Improve Citizen Well-being



INCLUSIVE

Access to essential services
Local Economic Dynamics
Customer Satisfaction



RESILIENT

Resource Scarcity Management (Quality)
Robust Infrastructure & Management

KARNATAKA Urban Water Sector Improvement Project (KUWASIP)

Water Supply Improvement in Five
Karnataka Demozones

SUPPLYING 24X7 WATER TO 250,000 CITIZENS

Client

Karnataka Urban Infrastructure
Development and Finance
Corporation

Type of contract

Performance contract

Year of Award

2017

Contract period

2.6 years of Construction & 8
years of O&M



In 2005, the Municipalities of Belgaum, Gulbarga, and Hubli-Dharwad joined hands with Karnataka Urban Infrastructure Development and Finance Corporation (KUIDFC) and the World Bank to demonstrate the feasibility of 24X7 water supply. Through a tender system, the authorities chose Veolia to implement this challenging project. The primary objective of the contract was to demonstrate the feasibility of 24X7 continuous safe water supply in India and the capability of improving water services through a partnership between the Public and Private sectors.

Five demonstration zones were selected in three cities of Karnataka State - 2 in Hubli-Dharwad, 1 in Gulbarga and 2 in Belgaum, each covering approximately 10% of the population of the town. A high level of customer/ client satisfaction has persuaded the Government of Karnataka to scale up the scheme for the remaining part of these 3 ULBs as well as many other ULBs. This contract was also recognized with the National Urban Water Award by the President of India in August 2009.

Veolia has been successful in showcasing the feasibility of a 24X7 water supply at an affordable rate. Citizens in five demo zones have been receiving 24X7 water supply from 2008 onwards. Owing to the efficient services of Veolia, collection efficiency in all the demo zones has increased up to 90%.

PROJECT SHEET



Construction and renovation of the entire water distribution network in the 5 demo zones to provide continuous safe drinking water.



World class network design and leakage detection and rectification solutions to achieve significant reduction in water losses.



Operation and Management of distribution network comprising ~250km length of HDPE pipes covering around 32,000 household connections, including customer services and billing.



Ensuring water supply access to all through implementation of special tariff policies and other initiatives.



LIVABLE

Public Health & Salubrity
Citizen Well-being



INCLUSIVE

Access to essential services | Local Economic
Dynamics | Customer Satisfaction | Solidarity



RESILIENT

Resource Scarcity Management (Quality)
Robust Infrastructure & Management

**DESIGN BUILD
& OPERATE
PLANTS**

KANHAN Water Treatment Plant

State of the art
Water Treatment Plant

240 MILLION LITRES WATER TREATMENT PLANT

Client

Nagpur Municipal Corporation

Type of contract

Design Build and Operate

Year of Award

2008

Scope of Work

2.5 years of Construction & 15
years of O&M



In a bid to provide improved water supply to the north, east and southern parts of the city, Nagpur Municipal Corporation decided to upgrade the existing Kanhan WTP of 120 MLD.

Veolia constructed a compact technologically advanced WTP to meet the demands of Nagpur Municipal Corporation. Kanhan WTP is equipped with Veolia's patented technologies like MultiFlo[®] and Filtraflo[™] TGV, that significantly reduces the footprint of water treatment plants and efficiently produces high quality of treated water., that enabled us to construct a plant of double capacity and by utilising only 30% of the space that was occupied by the earlier plant.

New plant is endowed with beautiful landscape and rich biodiversity.

PROJECT SHEET



A river water treatment plant treating up to 9000NTU turbidity. It is the largest capacity treatment facility for Nagpur city.



Multiflo[®] is a compact clarification unit that combines coagulation, flocculation and counter-current lamella settling stages in a single unit. The lamella plates provide a very large projected settling area in a limited space. The footprint is 10 to 20 times less than that of a conventional settler system.



Filtraflo[™] TGV, a rapid gravitational filter that uses granular media to separate impurities from water. The plant is also equipped with sludge treatment to reduce the water losses in the plant.



Reuse and recirculation of filtered backwash water thus minimizing the raw water demand and preventing any discharge into natural stream.



100% SCADA operated water treatment plant with leakage detection technology to reduce water losses.



Compact and more efficient treatment process occupying one-fourth of the space required for a conventional clarifier.



SMART
Operational Performance
Advance Technology



RESILIENT
Resource Scarcity Management (Quality)
Robust Infrastructure & Management



LIVABLE
Public Health & Salubrity
Citizen Well-being



PENCH IV Water Treatment Plant

State-of-the-art Zero Liquid
Discharge water treatment plant

115 MILLION LITRES WATER TREATMENT PLANT

Client

Nagpur Municipal Corporation

Type of contract

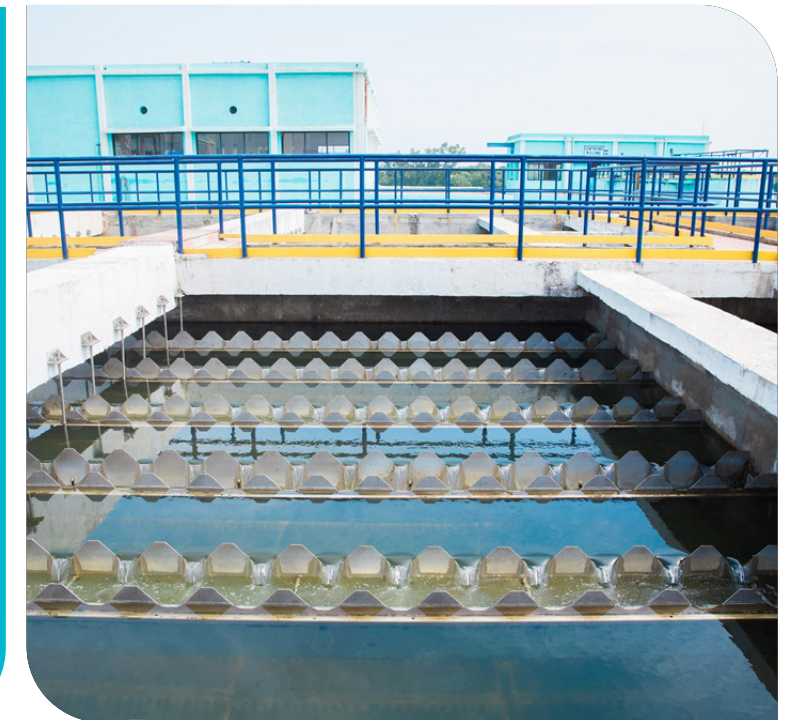
Design Build and Operate

Year of Award

2009

Scope of Work

2 years of Construction & 10
years of O&M



To provide continuous and pressurized potable water to the citizens, the Nagpur Municipal Corporation awarded Veolia a contract for the construction of a brand new 115 MLD water treatment plant, Pench IV.

This state-of-the-art zero liquid discharge plant is one of the primary source supporting the Nagpur 24X7 water supply project. Combined with a full range of services from the installation of technologies to the operation of the plant, Veolia has designed and implemented customized solutions tailored to the city's local conditions.

PROJECT SHEET



State-of-the-art Zero Liquid Discharge water treatment plant with Veolia's patent Multiflo[®] and Filtraflo[™] TGV.



Multiflo[®] is a compact clarification unit that combines coagulation, flocculation and counter-current lamella settling stages in a single unit. The lamella plates provide a very large projected settling area in a limited space. The footprint is 10 to 20 times less than that of a conventional settler system.



Filtraflo[™] TGV, a compact gravity filtration system that allows the suspended solids to penetrate deeper into the filter bed, thus allowing a "volume filtration" rather than a "surface filtration"



Reuse and recirculation of filtered backwash water thus minimizing the raw water demand and preventing any discharge into natural stream.



100% SCADA operated water treatment plant with leakage detection technology to reduce water losses.



Compact and more efficient treatment process occupying one-fourth of the space required for a conventional clarifier.



SMART

Operational Performance
Advance Technology



INCLUSIVE

Access to essential services
Local Economic Dynamics
Customer Satisfaction



RESILIENT

Resource Scarcity Management (Quality)
Robust Infrastructure & Management



LIVABLE

Public Health & Salubrity
Citizen Well-being

MOHALI Water Treatment Plant

Managing water treatment and distribution

20 MILLION GALLONS PER DAY WATER TREATMENT PLANT

Client

Greater Mohali Area
Development Authority

Type of contract

Design Build Operate Transfer

Year of Award

2019

Scope of Work

1.5 years of Construction &
10 years of O&M



With urbanization and growing population in the cities of Mohali and Chandigarh, Greater Mohali Area Development Authority conceived the idea of developing a self-sustaining city to address the increasing water demand over the next 20 years.

Greater Mohali is an extension of Mohali city, which comes under Greater Mohali Area Development Authority. To meet the water supply requirements, a 20MGD capacity Water Treatment Plant (WTP) was proposed to be installed exclusively for New Chandigarh.

In 2019, the Greater Mohali Area Development Authority (GMADA) selected Veolia India for the construction of a 20 MGD (Million Gallons per day) capacity WTP to supply drinking water to about 1,500,000 citizens of the Greater Mohali Area.

OUR SOLUTIONS



State-of-the-art Zero Liquid Discharge water treatment plant providing clean drinking water 24X7.



Multiflo[®] is a compact clarification unit that combines coagulation, flocculation and counter-current lamella settling stages in a single unit.



Filtraflo[™] TGV, a compact gravity filtration system that allows the suspended solids to penetrate deeper into the filter bed, thus allowing a "volume filtration" rather than a "surface filtration".



Reuse and recirculation of filtered backwash water thus minimizing the raw water demand and preventing any discharge into natural stream.



SMART
Operational Performance
Advance Technology



INCLUSIVE
Access to essential services
Local Economic Dynamics
Customer Satisfaction



RESILIENT
Resource Scarcity Management (Quality)
Robust Infrastructure & Management
Resource Prevention (Quality)

NILOTHI Sewage Treatment Plant

Creating value out of
wastewater

**91 MILLION LITRES
SEWAGE TREATED
PER DAY**

Client

Delhi Jal Board

Type of contract

Design Build Operate (DBO)

Year of Award

2012

Scope of Work

2 years of Construction + 1 year of
Defect Liability & 10 years of O&M



India's capital city, Delhi, is the world's second-most populous urban agglomeration causing a strain on the city's energy and water resources. In 2012, Delhi Jal Board, the authority in charge of water and sanitation, chose Veolia to design, build and operate an innovative green wastewater treatment plant with a capacity of 91 MLD (20 MGD), thus, setting precedence in managing valuable wastewater resources.

Veolia offers a full range of services, from the installation of technologies to management of this project. We leveraged our expertise and designed customized solutions.

OUR SOLUTIONS



Technical Performance Efficiency - Providing the highest standard of wastewater treatment technologies through Veolia patented technologies of Azenit (for enhanced Bio-P & TN removal) with sequenced aeration and Disc Filters.



Sustainable Interventions - Nutrient recovery from sewage sludge and transforming sludge into biogas.



Energy Recovery - The sludge treatment system uses digesters equipped with gas mixing systems to optimize biogas production, a green energy source. Electricity is produced on-site and meets approximately 60% of the plant's energy demands.



Resource Recovery - Treated sewage sludge (Class A Biosolids) meets U.S. EPA guidelines for land applications. Standard quality compost is produced, which can be used for crops, green spaces, and gardens.



Water Source Protection - The treated wastewater helps to reduce the pollution load of the Yamuna River. To minimize the impact on water bodies/ environment into which effluents are discharged, the nutrients like nitrogen and phosphorus are removed during the treatment.



LIVABLE

Public Health & Salubrity.
Environmental footprint reduction.



CIRCULAR

Biogas Recovery - Electricity generation.
Sewage sludge recovery - Compost production.



RESILIENT

Sustainable urban water management.
Reducing Pollution and Resource Consumption.

SOCIAL BUSINESS

GRAMEEN Veolia Water

Providing arsenic free water to rural areas in Bangladesh

A SOCIAL BUSINESS SOLUTION

Type of contract
Social Business

Year of Award
2008

Scope of Work
Design Build and Operate a drinking water treatment plant



In Bangladesh around 39 million people are exposed to arsenic concentrations in drinking water above the maximum permissible limit recommended by the World Health Organization thus posing significant health risks to the population.

In 2008, Grameen Veolia Water Ltd. was established as a joint venture between Veolia and Grameen Health Care Services Ltd. to provide safe drinking water in arsenic affected areas of Bangladesh. This project is based on a social business model that aims to direct all the profits for further expansion and improvement of the rural water distribution network.

PROJECT SHEET



River water treatment to supply safe drinking water.



Design-Build and Operate a world-class water treatment plant that produces water in line with the Bangladesh Standard and Testing Institution (BSTI) and World Health Organization (WHO) standards.



Water supply access to all through metered connections in households, schools and community tap points.



Dedicated Social Welfare Team that conducts awareness campaigns and programs on safe water use and its impact on health.



Continuous water quality testing and monitoring to ensure safe water for all.



LIVABLE
Public Health & Salubrity
Citizen Well-being



INCLUSIVE
Access to essential services
Customer Care
Social And Flexible Tariffs



RESILIENT
Resource Scarcity Management (Quality)
Social Engineering and Relation with Citizens

Resourcing the world

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