



# Functionality Assessment of Household Tap Connection under National Jal Jeevan Mission - 2022



**STATE REPORT: MEGHALAYA**  
**SURVEY DURATION: FEBRUARY TO APRIL 2022**

## Contents

Abbreviations .....	2
Glossary .....	3
Executive Summary .....	5
1. State Factsheet .....	8
2. Context .....	10
2.1. State snapshot: Meghalaya.....	10
2.2. FHTC Assessment Objectives .....	11
2.3. Assessment Methodology .....	11
2.4. Sample Size .....	11
2.5. Sampling Methodology.....	12
2.6. Methodology for Water Quantity Measurement at Households .....	13
2.7. Methodology for Water Quality Measurement .....	13
2.8. Project Implementation .....	15
2.9. Sample coverage .....	16
2.10. Sampled village and household profile .....	16
3. Findings.....	17
3.1. Functionality status of FHTC at household level.....	17
3.2. Quantity, Regularity, and Quality of Water.....	20
3.3. Operation and Maintenance (O&M) of schemes at village level.....	28
3.4. Utilization of water at HHs for drinking and other activities.....	30
3.5. Source sustainability at the village level .....	34
3.6. Water quality monitoring and surveillance in the villages .....	35
3.7. Management of water service delivery at village level.....	38
3.8. Status of Operation & Maintenance .....	40
3.9. Status of service delivery related grievances and redressal.....	42
3.10. Perception of HHs on Outcome Indicators.....	45
3.11. User satisfaction.....	47
4. Functionality status of FHTC at household level for Har Ghar Jal districts.....	48
4.1. Overall Functionality (in %) .....	48
4.2. Perception of HHs from Har-Ghar-Jal villages on Outcome Indicators .....	49
4.3. Direct benefits in terms of income due to FHTC .....	50
4.4. Change in social status .....	50
5. Functionality status of FHTC at household level for Aspirational districts .....	51
5.1. Overall Functionality (in %) .....	51
5.2. Perception of HHs from aspirational districts on Outcome Indicators.....	52
5.3. Direct benefits in terms of income due to FHTC .....	53
5.4. Change in social status .....	53
6. Annexure .....	54

## Abbreviations

AWC	Aanganwadi Centre
FHTC	Functional Household Tap Connection
GoI	Government of India
GP	Gram Panchayat
HF	Health Facility
HH	Household
HGJ	Har Ghar Jal
JJM	Jal Jeevan Mission
LPCD	Litres per Capita per Day
MVS	Multi-village Scheme
NJJM	National Jal Jeevan Mission
RC	Residual Chlorine
O&M	Operation and Maintenance
OHT	Over Head Tank
PSU	Primary Sampling Unit
PWS	Piped Water Supply
SVS	Single Village Scheme
VAP	Village Action Plan
VWSC	Village Water and Sanitation Committee
WQMIS	Water Quality Monitoring and Information System

## Glossary

1. **Community** – Group of people living in one particular area or village/habitation
2. **Cross-sectional research** – A cross-sectional study is a type of research design in which data is collected from a relatively large and diverse group of people at a single point in time
3. **Drinking water source** – Groundwater (open well, borewell, tube well, handpump, spring, etc.)/ surface water (river, lake, pond, reservoir, etc.)/rainwater, available for drinking and domestic use
4. **Improved sources** – The following sources as considered improved by the National Family Health Survey definitions: Piped water into dwelling, yard/plot with a tap, piped water connected to public stand-posts, tube well or borewell, Hand pump, dug well–protected, Spring–protected, Rainwater, Water ATM/ Community RO plant/ Community Water Purification Plant (CWPP)
5. **Unimproved sources** – The following sources as considered unimproved by the National Family Health Survey definitions: Unprotected spring, unprotected dug well, cart with small tank / drum, Tanker/ truck, Surface water (river/ dam/ lake/ pond/ canal), and bottled water
6. **Functional Household Tap Connection (FHTC)** – A tap connection to a rural household for providing drinking water in adequate quantity of prescribed quality on regular basis.
7. **Functionality of FHTC** – Functionality of a tap connection is defined as having infrastructure, i.e., household tap connection providing water in adequate quantity, as presented:

Definitions	Fully-functional	Partially-functional	Non-functional
Quantity	$\geq 55$ LPCD	$> 40$ lpcd - $< 55$ LPCD	$< 40$ LPCD
Regularity	12 months or daily basis	9-12 months or $<$ daily basis	$< 9$ months or $<$ daily basis
Quality	Potable	Potable	Non potable

8. **Quantity (in litres)** of water received by households per person per day should meet the service level of 55 lpcd.
9. **Functionality Assessment** – An assessment of the functionality of rural household tap connections based on a sample survey
10. **Fully Regular** – Regularity of water is considered when a rural household receives water for 12 months on daily basis or as per schedule.
11. **Potability** – Potable water is water that is safe to be used as drinking water. Parameters of potable water are mentioned below:

Parameters for potable water tested in the survey	Unit	Acceptable Limit	Permissible Limit in the absence of alternative sources
i. pH (tested on site)	-	6.5 to 8.5	No relaxation
ii. Free residual chlorine (tested on site)	Mg/litre	0.2	1
iii. Turbidity	NTU	1	5
iv. Total hardness	Mg/litre	200	600
v. Total alkalinity	Mg/litre	200	600
vi. Chloride	Mg/litre	250	1000
vii. Ammonia	Mg/litre	0.5	No relaxation
viii. Phosphate	Mg/litre	0.3	1
ix. Iron (in hotspots only)	Mg/litre	1	No relaxation
x. Nitrate	Mg/litre	45	No relaxation
xi. Sulphate	Mg/litre	200	400

xii.	Total dissolved solids	Mg/litre	500	2000
xiii.	Fluoride	Mg/litre	1	1.5
xiv.	Arsenic (in hotspots only)	Mg/litre	0.01	No relaxation
xv.	Bacteriological test for Total coliform bacteria and E. coli or thermotolerant coliform bacteria		Shall not be detectable in any 100 ml sample	

12. **Sampling** – Selection of a subset of individuals from within a statistical population to estimate water service delivery among the population. In the current study, households have been sampled to estimate the representation of the village and subsequently of the district as well as of the state.
13. **Types of schemes:** Following are the piped water supply schemes that were assessed
- Mini-solar based piped water supply scheme in isolated/tribal hamlets
  - Single Village Scheme (SVS) in villages having adequate groundwater that needs treatment
  - Single village scheme (having adequate groundwater/ spring water/ local or surface water source of prescribed Quality)
  - Retrofitting of ongoing schemes taken up under erstwhile NRDWP for the last mile connectivity/ retrofitting of completed rural water supply schemes to make it JJM compliant
  - Multi-village PWS scheme - with water grids/ regional water supply schemes
14. **Village Action Plan (VAP)** – Plan prepared by Gram Panchayat and/ or its sub-committee, i.e., VWSC/ Paani Samiti/ User Group, etc. based on baseline survey, resource mapping and felt needs of the village community to provide FHTC to every rural household, treat the generated greywater and plan its reuse, undertake surveillance activities, etc. VAP also indicates the fund requirement and timelines for completion of work under the Mission and will be approved by the Gram Sabha. Irrespective of the source of funding, all drinking water-related works in the village are taken up based on the VAP.
15. **Source Sustainability** – includes measures such as aquifer recharge, rainwater harvesting, increased storage capacity of water bodies, reservoirs, de-silting, etc. improve the lifespan of water supply systems
16. **Har Ghar Jal (HGJ)** – An administrative unit wherein all HHs are provided with water supply through FHTCs is called “Har Ghar Jal”.
17. **Public Institutions** – The public institutions in the survey include Aanganwadi Centre (AWC), Health Facilities, Schools, Gram Panchayat, and government buildings.
18. **Working tap connection** – A tap connection supplied water at least one day in the week, preceding of survey
19. **Functional Scheme** – A scheme is said to be functional if it was reported to be working for all 12 months in a year.

Note: The detailed analysis of data at the district level has been incorporated in the District Reports presented separately. The State Reports are to be read in concurrence to the District Reports.

## Executive Summary

Jal Jeevan Mission (JJM) was launched on the 15th of August 2019 with the objective to provide functional household tap connections (FHTCs) to all rural households. NJJM, GoI engaged HTA Kantar Public to conduct the 'Functionality Assessment' of the tap connection at households as well as public institutions/ buildings such as schools, anganwadis, gram panchayat buildings, public health facilities, and wellness centers in all the rural districts for the financial year 2021-22.

A cross-section research design was adopted for this functionality assessment study. As per the design, all villages having a piped water scheme (PWS) with 20 or more functional household tap connections were included in the sample frame. There after the required number of villages were randomly selected villages such that these are statistically significant at the district level.

In this study, data was collected from the households, and public institutions (i.e., schools, anganwadis, gram panchayat buildings, public health facilities and wellness centers, etc.) in the randomly selected villages. Water quantity and quality were also tested in the sampled households and public institutes. Quality testing was conducted for various parameters, out of which pH and residual chlorine were tested on the ground and for the remaining 12 different quality parameters water sample was collected and sent to the nearest NABL accredited district labs for testing.

The state of Meghalaya lies in the north-eastern part of India and has a population of 29,66,889 people (Census 2011). It has 11 districts and 6415 villages, and 2487 villages have PWS schemes. The state is yet to achieve the Har Ghar Jal status. A total of 324 villages, across all districts, and 4156 households were randomly sampled for the survey, and additionally, water samples from 300 public institutions were tested.

In the assessment among sampled villages, 86% of villages have only one scheme, 11% of villages have 2-3 schemes, and 2% of villages have 4 and more schemes. Mostly all schemes across the state were found functional.

At the state level, 91% of the HHs were satisfied with the regularity of the supply, 93% with the quality of the water supplied, 95% with the colour of the water supplied, and 93% with the taste of the supplied tap water.

### **Overall functionality status of Meghalaya**

At the state level, 95% of HHs received water on the day of the survey. While 77% of the HHs were found to have fully functional tap water connections within the premises. Out of which 94% received an adequate quantity of water, 93% reported receiving a fully regular supply of water, and 87% HHs received potable water.

It was found that 90% of households received water all 7 days a week and 5% received at least 3 to 4 days, while 1% of the HHs received water once a week. The average duration of water supply across the state was reported to be 3 hours per day.

In Meghalaya, 6% of the villages have reported that water is directly supplied to the households and the remaining 94% reported that water was supplied via an overhead tank, sump, or both.

During the roll-out of the data collection in the state, all-district level NABL accredited laboratories (labs) extended their support in accepting and testing water samples from HHs and public institutions. One of the challenges identified by the labs was the capacity to test more than 30-40 samples within 24 hours given the shortage of technicians and availability of necessary reagents in the required quantity. In Meghalaya, 4258 samples of water were submitted, and 3552 were tested at the labs. The turnaround time of testing of water sample was more than 48 hours in most cases. Given this feedback, it can be conferred that these



labs have limited scope to take up samples from the general public at large on a regular basis. The different quality parameters of the collected water samples that were tested were turbidity, total hardness, total alkalinity, chloride, iron, nitrate, sulphate, total dissolved solids, bacteriological test, arsenic, and fluoride.

Residual chlorine was found within the permissible limit only in 2% of the HHs. The percentage was relatively higher in GP (almost 5%), wherein there is a possibility of additional chlorine being added locally for the purification of water. Even if 98% of samples passed in bacteriological parameter the RC was found only in 2%, which means the protection against the risk of bacteriological contamination from source to point of consumption is not provided to HHs. A monitoring system to ensure the correct dosing of chlorine in the pipe water supply system is necessary for assuring potable water.

Out of the 4179 HHs sampled for the FHTC assessment, a water quality test was carried out in 3958 due to the non-availability of water in 5% HHs on the day of the survey. pH was found within the acceptable limit in 88% of households. Among the public institution, pH was found in the acceptable limit of more than 90% in WC, HF, and schools.

32% of villages in the state reported having available field test kits. And more than one-third of these reported to have either VWSC/Pani Samiti or pump operators trained to use field test kits for testing the quality of water on-site.

### **Water quality management in village**

It was found that 73% of villages in the state reported having a VWSC or a Pani Samiti out of which 28% of the VWSC/Pani Samitis reported to have more than 50% female members. In the state, 32% of villages reported that VWSC/ Pani Samiti is responsible for the operation and maintenance of pipe water supply.

28% of villages reported having identified skilled manpower for O&M of PWS schemes. 4% of villages in the state reported having faced challenges with respect to O&M of PWS schemes.

70% of HHs reported that they are aware of any grievance redressal mechanism w.r.t. HH tap water through PWS, but only 2% HHs have reported a complaint in the last year and only 1% of complaints have been resolved. Among those who reported complaints (i.e., 2% HHs, 64 HHs), 61% of the HHs reported their complaints to the VWSC/Pani Samiti besides other reporting channels.

Overall, 4% of villages in the state levy charge for water service delivery to households whereas 5% HHs reported paying water service delivery charges at the households.

82% of HHs reported that their daily requirement of water was being met by HH tap connections.

Overall, 93% of HHs reported using an improved source of drinking water, as their primary source. The state also needs to further strengthen communication for the quality of water supplied so that every household can use the same for drinking purposes.

Overall, 6% HHs reported using booster pumps to maximize the water flow through their piped water connections.

It was found that 5% of the villages have schemes that are based on groundwater sources, while 57% on surface water sources.

Age-wise functionality of the schemes indicates improvement in 'always functional' schemes and an increase in the 'non-functional scheme' in the state since 2012. Decline in a fully functional scheme was recorded from 2012 to 2013-18. In 2019 and later the trend reversed, however, 80% of schemes have been reported to be always functional and 4% as partially functional (i.e., a total of 84% of schemes).

## **Impact of JJM**

Across the state, 4% HHs reported having an incidence(s) of water-borne diseases in the last year.

Since having a functional HH tap connection, 35% HHs across the state have reported that there has been a change in the no. of employment days of the adult HH members while 38% HHs reported no change.

Out of the HHs reported (i.e., 3393) that female members used to fetch water before HH tap connection, 81% reported that post-installation of HH tap connection helped reduce of time and effort in collection of water.

Across the state, 25% of the HHs reported that since having a functional HH tap connection the attendance of the girls going to schools has increased, while 38% HHs reported no change in attendance which could possibly be an impact of shutting down of schools due to COVID-19 related lockdown during the survey period.

## **Functionality Status of Har Ghar Jal Districts**

At the state level for Har Ghar Jal districts, 97% of households received water on the day of the survey. While 76% of the households were found to have fully functional tap connections. Out of which 95% received an adequate quantity of water, more than four-fifth reported receiving a fully regular supply of water and 84% received potable water.

Since having a functional HH tap connection, 37% reported that there has been a change in no. of employment days. Out of the HHs in which female members used to fetch water before HH tap connection, 84% reported that post-installation of HH tap connection helped reduce time and effort in collecting water. Across the Har Ghar Jal districts, 16% HHs reported that since having a functional HH tap connection their income has directly benefitted.

## **Functionality Status of Aspirational Districts**

At the state level for aspirational districts, 75% of households received water on the day of the survey. While 67% of the households were found to have fully functional tap connections. Out of which 86% received an adequate quantity of water, more than three-fourth (94%) reported receiving a fully regular supply of water and 80% received potable water.

Since having a functional HH tap connection, 8% reported that there has been a change in no. of employment days. Out of the HHs in which female members used to fetch water before HH tap connection, 62% reported that post-installation of HH tap connection helped reduce time and effort in collecting water. Across the aspirational district, 5% HHs reported that since having a functional HH tap connection their income has directly benefitted.



## 1. State Factsheet

Functionality status of tap connection at households	India	Meghalaya
Working tap connections- HHs which received water through tap connection at least once in last 7 days (%)	86	95
Quantity <sup>1</sup> of water received by households		
Adequate quantity (>55 LPCD) (%)	85	94
Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)	5	3
Inadequate quantity (<40 LPCD) (%)	10	3
Regularity <sup>2</sup> of water received by households		
Fully Regular Supply (as per schedule) (%)	80	93
Partially Regular Supply (not as per schedule) (%)	14	6
Irregular Supply (less than 9 months' supply) (%)	6	1
Potable <sup>3</sup> (Quality) water received by households (%)	87	87
Overall functionality <sup>4</sup> (%)	62	77

Service delivery parameters	India	Meghalaya
Overall user satisfaction on regularity at the household level (%)	83	91
Overall user satisfaction on quality at the household level (%)	82	93
Households receiving water supply daily-7 days a week (%)	74	90
Daily HH requirement of water being met by FHTC (%)	80	82
Households paying water service delivery charges (%)	35	6
Households aware of grievance redressal mechanism (%)	71	70
Households reported a reduction in time and effort in collecting water (%)	79	81
Average no. of times water is supplied in a day	1	2
Households reported incidence of water-borne diseases in the last year (%)	2	4
Households purifying water before drinking (%)	57	86
Residual Chlorine (RCL) detected within permissible limits (%)	24	2
Villages with Field Test Kits (%)	30	32
Villages in which bacteriological test was done in last 1 year by VWSC/ Pani Samiti (%)	29	26
Villages reported to have a mechanism for chlorination (%)	21	6

Institutional arrangement	India	Meghalaya
Village reported having presence of VWSC/ Pani Samiti (%)	38	73
Villages in which VWSC/ Pani Samiti is responsible for Operation & Maintenance of PWS schemes (%)	14	32
Villages in which persons are trained to use Field Test Kits (%)	31	34
Villages levying water service delivery to households (%)	34	4
Villages having skilled manpower for Operation & Maintenance of PWS schemes (%)	31	28
Community monitoring of water wastage in villages (%)	19	18
Villages in which signages about JJM were observed (%)	15	21

<sup>1</sup> Quantity (in litres) of water received by households per person per day should meet the service level of 55 lpcd

<sup>2</sup> Regularity is receiving water for 12 months or daily basis as per schedule

<sup>3</sup> Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical, and bacteriological parameters (within acceptable/ permissible range) and onsite testing of pH.

<sup>4</sup> Overall functionality has been computed as the intersection of Adequate Quantity, Fully Regular Supply and Potable (Quality) for households wherein water supply was available at the time of survey

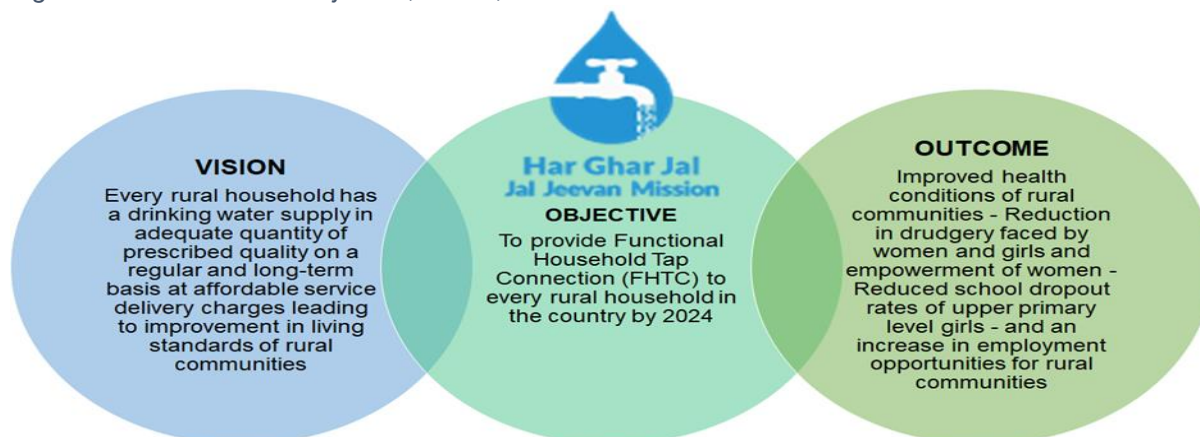
Functionality status of tap connection at households in Har Ghar Districts	India	Meghalaya
Working tap connections- HHs which received water through tap connection at least once in last 7 days (%)	91	97
Quantity of water received by households		
Adequate quantity (>55 LPCD) (%)	88	95
Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)	4	2
Inadequate quantity (<40 LPCD) (%)	8	3
Regularity of water received by households		
Fully Regular Supply (as per schedule) (%)	84	94
Partially Regular Supply (not as per schedule) (%)	11	5
Irregular Supply (less than 9 months' supply) (%)	5	1
Potable (Quality) water received by households (%)	90	84
Overall functionality (%)	69	76

Functionality status of tap connection at households in Aspirational Districts	India	Meghalaya
Working tap connections- HHs which received water through tap connection at least once in last 7 days (%)	78	100
Quantity of water received by households		
Adequate quantity (>55 LPCD) (%)	85	86
Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)	5	8
Inadequate quantity (<40 LPCD) (%)	10	6
Regularity of water received by households		
Fully Regular Supply (as per schedule) (%)	77	94
Partially Regular Supply (not as per schedule) (%)	14	6
Irregular Supply (less than 9 months' supply) (%)	9	0
Potable (Quality) water received by households (%)	88	80
Overall functionality (%)	62	67

## 2. Context

Jal Jeevan Mission (JJM) was launched on the 15th of August 2019 with the objective to provide functional household tap connections (FHTCs) to all rural households.

Figure 1: Har Ghar Jal - Objective, Vision, & Outcome



In accordance with the overall objectives as specified in the Operational Guidelines for the implementation of the NJJM, GoI carried out a sample survey to assess the functionality of household tap connections. As part of this endeavour, NJJM, GoI engaged HTA Kantar Public to conduct the 'Functionality Assessment' of the household as well as public institution/buildings such as schools, anganwadis, gram panchayat buildings, public health facilities, and wellness centers in all the rural districts for the fiscal year 2021-22.

### 2.1. State snapshot: Meghalaya

The state of Meghalaya lies on the north-eastern part of India and has a population of 29,66,889 people. It has 11 districts and 6415 villages where 2487 villages have PWS schemes. The state lies on the Eastern Himalayan region and receives an average annual rainfall of about 3784.3mm. Among the villages with PWS schemes, 2019 villages (31.47%) have more than 20 households with functional tap connections. The state is yet to achieve the Har Ghar Jal status.

Presented here are state level information collated from the DDWS-IMIS:

Figure 2: State IMIS Status & Map

#### IMIS status:

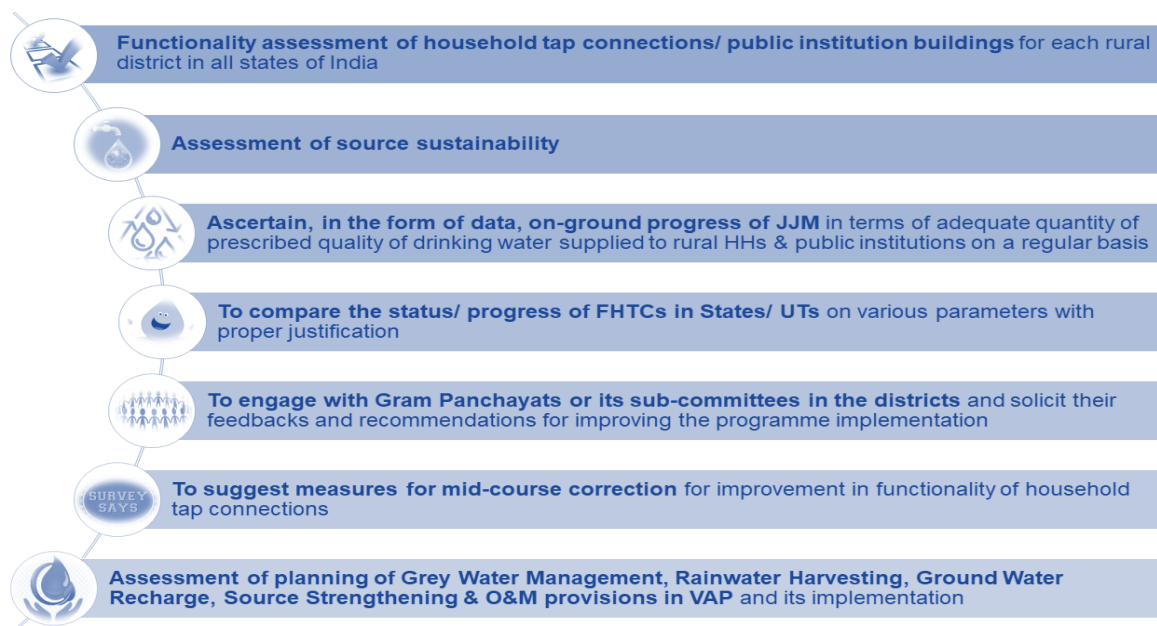
- Not a Har Ghar Jal state.
- 3 districts are Iron & 1 districts are Fluoride affected
- 2019 (31.47% of all) villages with PWS more than 20 FHTC
- 17.12% villages covered under HH tap connections under HGJ



## 2.2. FHTC Assessment Objectives

The overall objectives of the FHTC assessment are as presented:

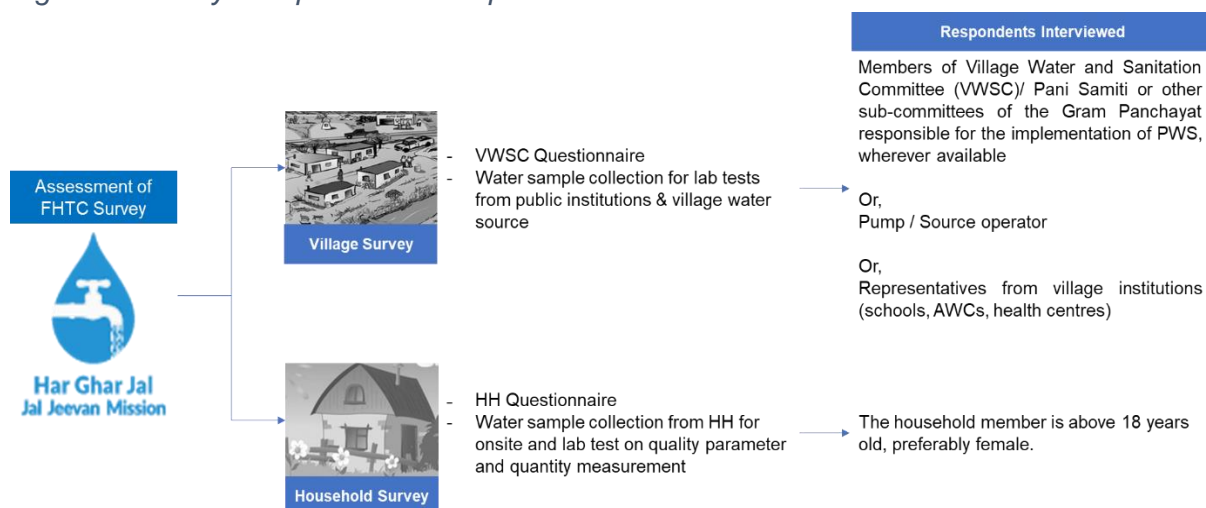
Figure 4: FHTC Assessment Objectives



## 2.3. Assessment Methodology

A cross-section research design has been used for this functionality assessment study. Quantitative data were collected from villages and households across all states/UTs using the CAPI (Computer Assisted Personal Interviewing) mode. The survey includes two components, village, and household.

Figure 5: Survey Components & Respondents



## 2.4. Sample Size

The sample size was calculated to provide estimates with a 95% confidence interval (CI) and 5% margin of error (MoE) after incorporating the correction factor for a finite population considering the total number of geographic units having FHTCs.

- Village sample is estimated to be representative at the state level
- HH sample estimated to be representative at the district level

- Number of Har Ghar Jal (HGJ) villages were proportionately sampled at the district level
- All PWS schemes (up to 4) were covered per village. Per scheme approximately 9 (3 each from the head, middle, and tail HHs) or 18 households (6 each from head, middle, and tail HHs) were sampled to achieve the desired sample at the district level.

## 2.5. Sampling Methodology

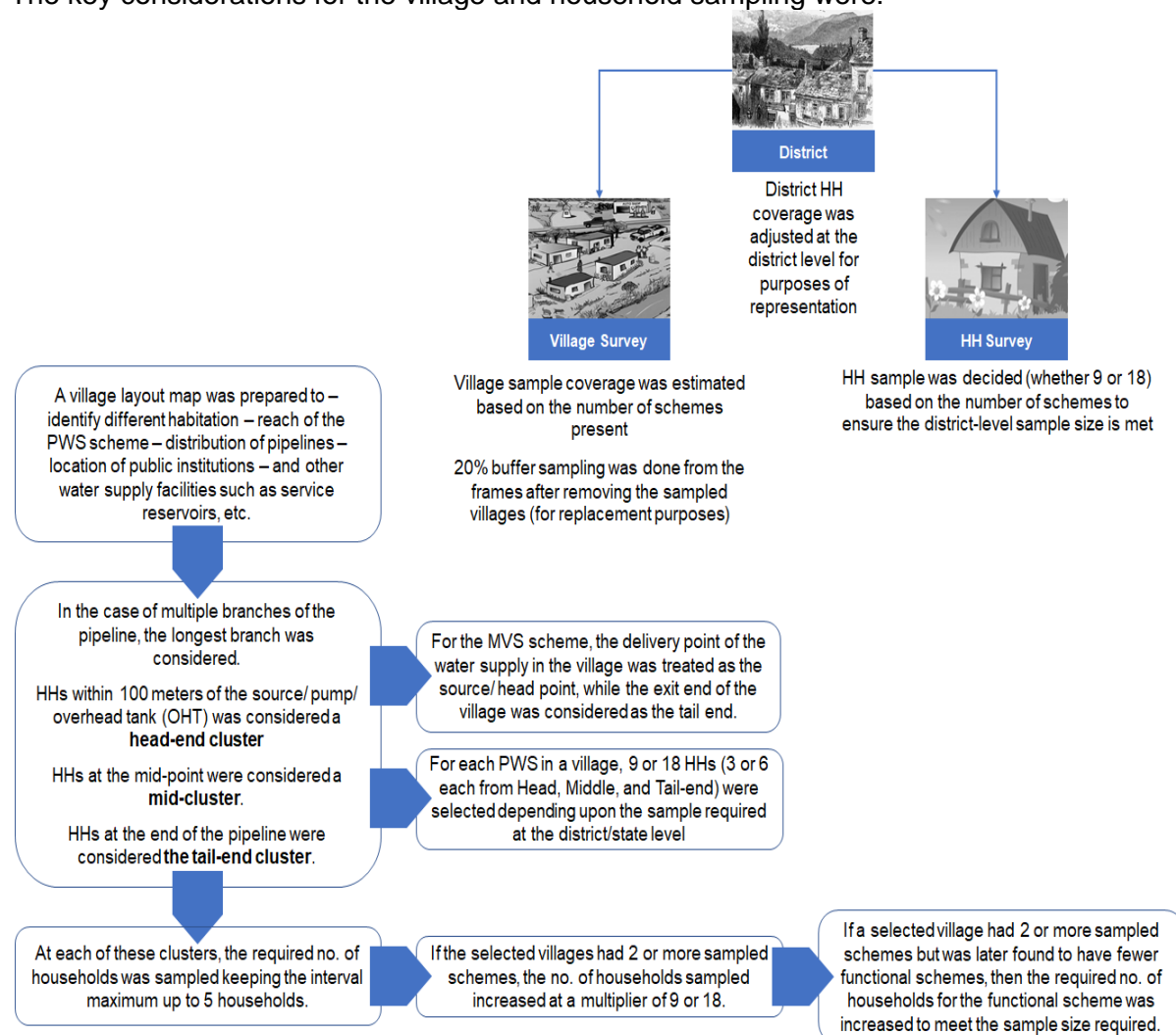
As per the design, all villages having a PWS scheme with 20 or more functional household tap connections were included in the sample frame. The probability proportionate to size (PPS) method was used for village selection in each district. The steps for random selection of villages using PPS are presented below:

Figure 6: Steps for Random Sampling of Villages



Figure 7: Household Selection

The key considerations for the village and household sampling were:

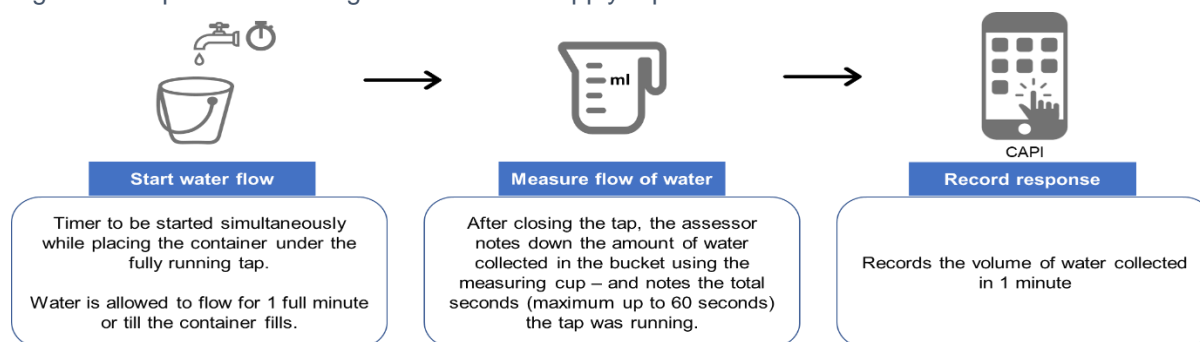


The record of all district-wise village replacements is maintained and reported as part of the annexure.

## 2.6. Methodology for Water Quantity Measurement at Households

The flow rate of the water supply was measured using a container with gradual markings (either 5 litres or 1 litre, based on the flow of the tap) and a stopwatch/timer-watch. The process followed is as described in Figure 6.

Figure 8: Steps for Measuring Flowrate from Supply-tap at HHs



In the case of households where the FHTC is connected directly with the storage tank, the following steps were adopted to measure the quantity:

- Assessor first asked and recorded length, breadth, and height.
- Assessor dipped a 5 feet long rod, marked the level of the water table, and calculated the volume – length x breadth x-height of water.
- Next the assessor opened the valve of the connection and allowed the water to flow inside the storage for 10 minutes.
- After 10 mins, the valve was closed, and the assessor again dipped the rod and recorded the new height of the water inside the tank. Based on this new 'height' and the CAPI calculated the changed volume.
- The difference in the volume of water in 10 minutes divided by 10 provided the flow rate of the water supply per minute.

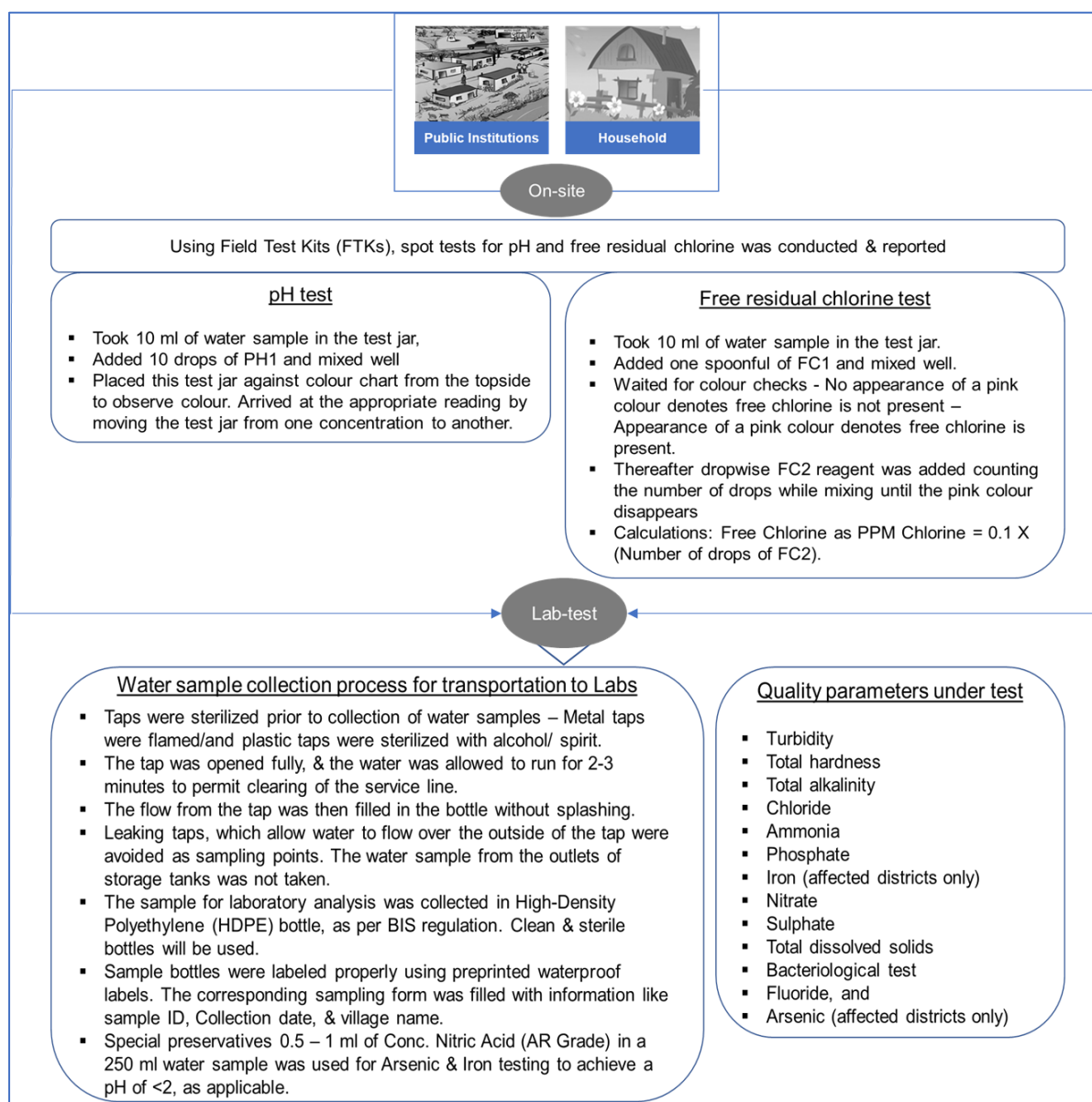
The water flow rate was not measured for village-level public institutions.

## 2.7. Methodology for Water Quality Measurement

Water quality was tested for all public institutions available in the villages, including schools, AWCs, gram panchayat buildings, public health facilities, and wellness centers, and at the selected households. Two types of quality tests were carried out – a) spot test for pH and free residual chlorine, and b) water sample was collected and transported to labs for testing against 13 quality parameters (total 15) as specified in Figure 7.



Figure 9: On-site & Laboratory-Based Quality Test

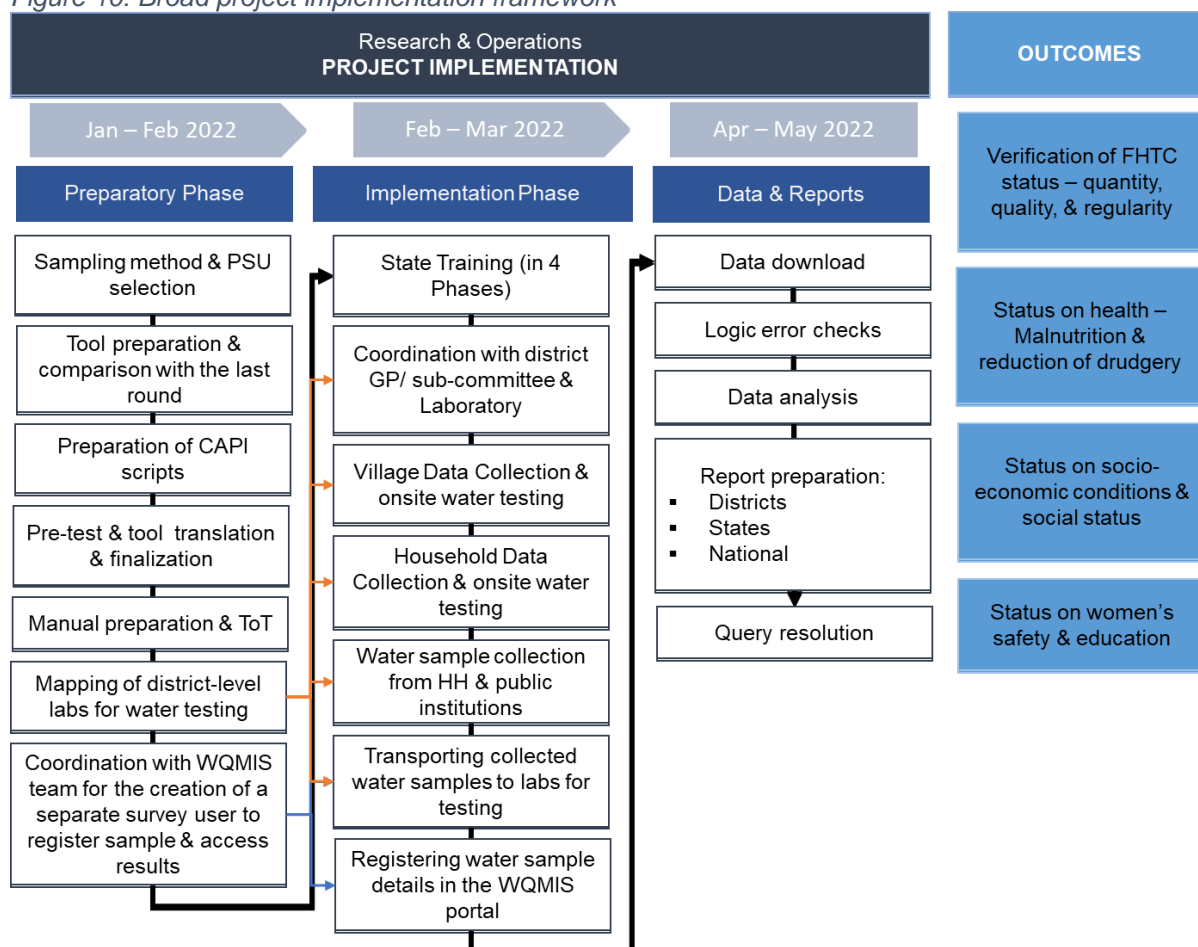


JJM, with the support of the BMI Division of ICMR, enabled a new interface on the WQMIS portal for “Functionality Assessment (FA) User” to enable seamless harmonization of water sample registration, and sample submission for testing, and sharing of results as per the applicable quality parameters.

## 2.8. Project Implementation

An overview of the project implementation is as presented:

Figure 10: Broad project implementation framework



A total of 6 teams (comprising 6 supervisors, 36 assessors, and 6 water collection assistants) were recruited, trained, and deployed to complete the survey across the states of Meghalaya. One survey team covered approximately 2 – 3 districts. The state-wise team deployment and fieldwork dates were as presented:

Table No. 1: Team deployment and data collection start & end dates

States	Teams deployed	Start date	End date	Total data collection days
Meghalaya	6 Teams	25 <sup>th</sup> February	10 <sup>th</sup> April	46 Days

A four-tier quality control (QC) system was put in place. At the ground level, the data collection exercise was done using a computer-aided Personal Interview (CAPI) application which contained all logic and skip-checks inbuilt. Also, 5% of the total samples were accompanied by the supervisors. Sub-targeted QC was done by the state field managers (5%) and the central project management team (5%). Apart from this, the central research team monitored the data trend and as per requirement debriefed data collection teams to improve quality.

## 2.9. Sample coverage

Table No. 2: Sample covered							
State	Targeted sample			Achieved sample			
	District	Village	HH	District	Village	HHs	PIs
India	712	13,300	3,00,000	712	13,299	3,01,389	16,148
Meghalaya	11	324	4,122	11	324	4,179	300

## 2.10. Sampled village and household profile

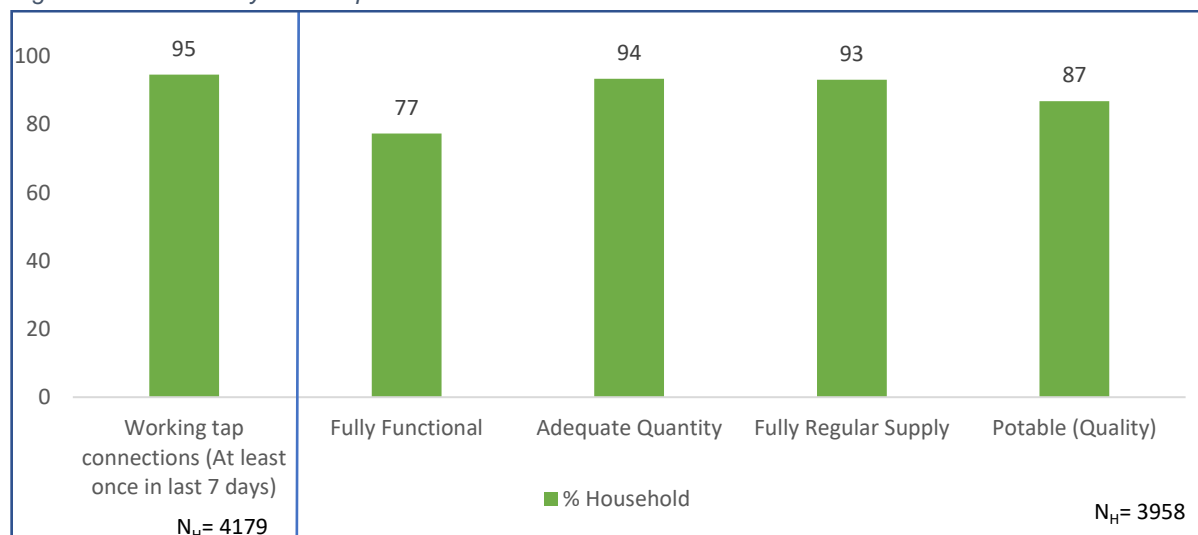
SAMPLED VILLAGES	SAMPLED HOUSEHOLDS
<ul style="list-style-type: none"> <li>Total no. of villages covered in the state – <b>324</b></li> <li>Percentage of SC dominated villages – <b>0.3%</b> (while at national level the average is 12.6%)</li> <li>Percentage of ST dominated villages – <b>97.5%</b> (while at national level the average is <b>20.2%</b>)</li> <li>Higher proportion of <b>Sarpanch</b> interviewed at the village level</li> <li><b>1.5%</b> of the villages reported to have any historical incidence of water contamination</li> </ul>	<ul style="list-style-type: none"> <li>Total no. of households covered in the state – <b>4179 (Respondents: Male 2113, Female 2042 &amp; Transgender 1)</b></li> <li>Proportion of General – <b>3.7%</b>, SC <b>1.3%</b>, ST <b>94.9%</b>, OBC <b>0.1%</b> households</li> <li><b>71.2%</b> of the FHTC connections are under the name of a female member</li> <li>Average household size – <b>5.8</b></li> <li><b>100%</b> positive user experience in 5/5 measures</li> </ul>

### 3. Findings

#### 3.1. Functionality status of FHTC at household level

##### A. Overall Functionality\* (in %)

Figure 11: Functionality of HH tap connection



\* Fully Functional has been computed as = Adequate Quantity  $\cap$  Fully Regular Supply  $\cap$  Potable (Quality)

Please note: Henceforth, N<sub>H</sub>=3958 implies all HHs where water was found on the day of the survey.

It has been found that 95 percent of the sampled HHs (N=3958) had working tap connections. Moreover, more than 9 out of 10 households (94 percent) received adequate quantity ( $\geq 55$  LPCD) water supply and more than 9 out of 10 received regular supply (93 percent) of water. The on-site testing and lab test results of the water indicates that more than four-fifth (87%) of the sampled households in the state receive potable water.

Out of the 4179 HHs sampled for the FHTC assessment, water was not available in 221 households on the day of the survey.

Table No. 3: Quantity, Regularity, and Quality of FHTC at the district level (%HH)					
S. No.	District	Working tap connections (HHs which received water through FHTC at least once in the last 7 days) (% HH)	Adequate Quantity (% HH)	Full Regular Supply (% HH)	Potable (Quality) (% HH)
1.	Ri Bhoi	75	86	94	80
2.	West Garo Hills	90	98	98	91
3.	North Garo Hills	92	79	50	89
4.	MEGHALAYA	95	94	93	87
5.	South West Khasi Hills	95	87	98	94
6.	West Khasi Hills	95	100	99	90
7.	West Jaintia Hills	98	89	99	96
8.	South West Garo Hills	98	97	99	99
9.	East Garo Hills	98	99	94	92
10.	South Garo Hills	100	97	94	47
11.	East Jaintia Hills	100	100	98	100
12.	East Khasi Hills	100	93	98	78

Table No. 3: Quantity, Regularity, and Quality of FHTC at the district level (%HH)					
S. No.	District	Working tap connections (HHs which received water through FHTC at least once in the last 7 days) (% HH)	Adequate Quantity (% HH)	Full Regular Supply (% HH)	Potable (Quality) (% HH)
# Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical, and bacteriological as given in Table 5 parameters (within acceptable/ permissible range) and onsite testing of pH. The details of laboratory test are mentioned in the table given above in the glossary.					
	JE-AES Affected	Aspirational Districts	Aspirational & JE-AES Affected		

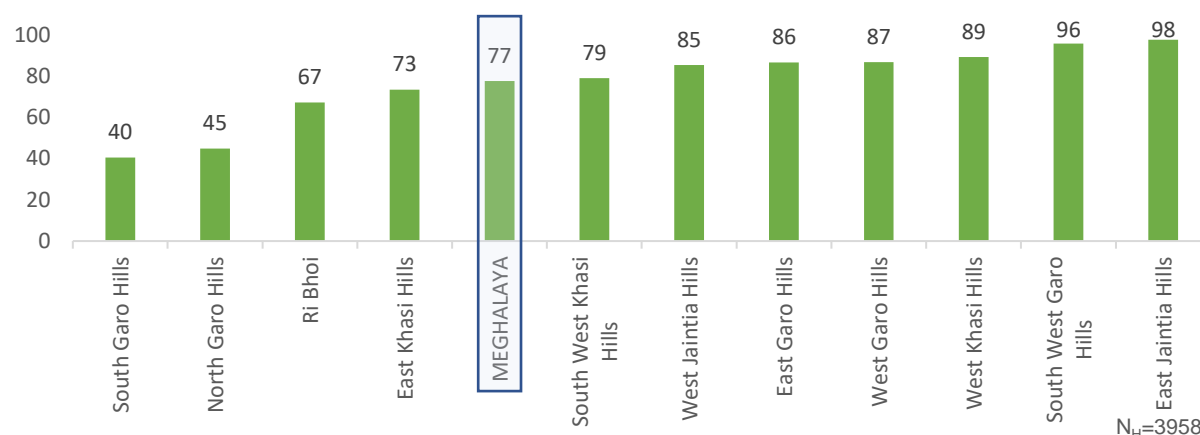
District level comparison across the districts indicate that Ri Bhoi, West Garo Hills, and North Garo Hills reported functionality less than the state average. The districts of East Jaintia Hills, South Garo Hills, East Garo Hills, South West Garo Hills, West Khasi Hills, and West Garo Hills FHTC provide more than 55 LPCD of water in more than 95 percent HHs.

More than 95 percent HHs in the districts of East Khasi Hills, East Jaintia Hills, South West Garo Hills, West Jaintia Hills, West Khasi Hills, South West Khasi Hills, West Garo Hills reported to regularly receive water through FHTC. Regular supply of water is 50 percent in North Garo Hills district.

Potability of water was found to be more than 95 percent in the districts of West Jaintia Hills, South West Garo Hills and East Jaintia Hills. Whereas in the district of South Garo Hills the potability of water was found less than 50 percent.

## B. District wise functionality status

Figure 12: District wise Functionality of HH tap connection



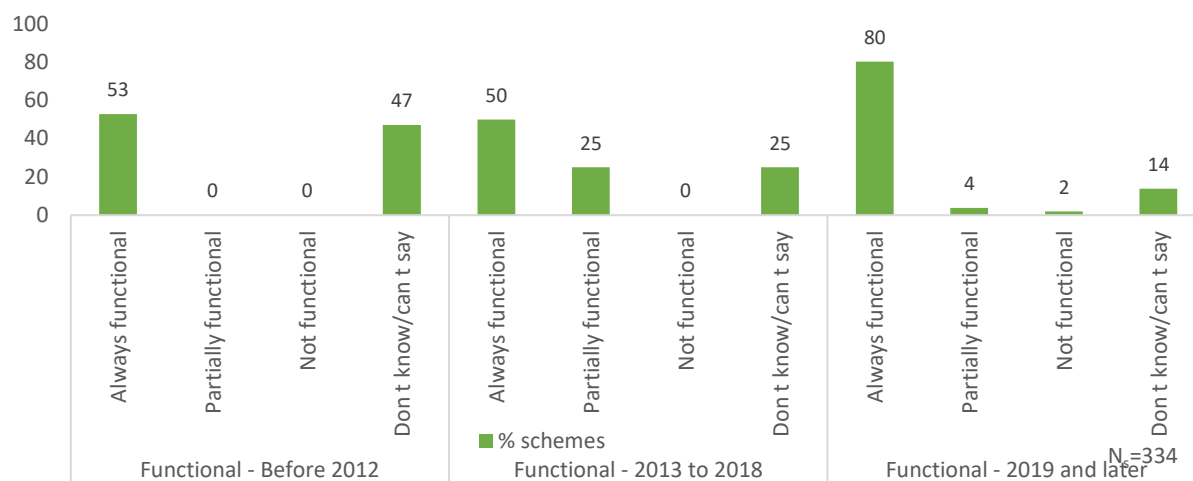
\* 'Functionality' has been computed as the intersection of Adequate Quantity, Fully Regular Supply and Potable (Quality) for households wherein water supply was available at the time of survey, i.e., 3958 HHs.

**77 percent HHs** in the state were found to have functional HH tap water connection. East Jaintia Hills district reported 98 percent functional households in the district, followed by Southwest Garo Hills with more than 95 percent functionality. In the districts of South Garo Hills and North Garo Hills, less than half of the households have functional HH tap water connection highlighting scope for improved service delivery.

### C. Age vs functionality of schemes in the villages

About 5 out of 10 schemes are functional since 2012 which reflects a 3-point decrease in till 2018 and about 30-point increase in 2019 and later.

Figure 13: Age vs functionality of schemes in the villages





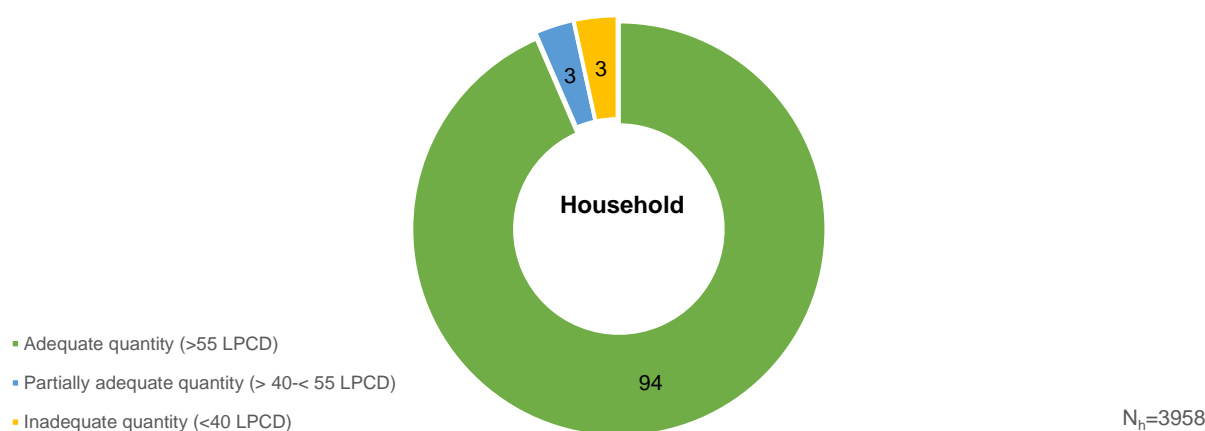
### 3.2. Quantity, Regularity, and Quality of Water

Under JJM, functionality is defined as having infrastructure, i.e., household tap connection providing water in adequate quantity (55 LPCD or more) of prescribed quality on regular basis (every day or as decided by GP and/ or its sub-committee) with adequate pressure. It also includes long-term source and system sustainability. For the purposes of this survey, the quality parameters are defined and measured on a set of 15 indicators (of which 2 indicators are tested on-site and for 13 indicators water samples have been sent to the laboratories), as mentioned in the glossary section.

#### A. Water quantity measured as LPCD (Litres per Capita per Day)

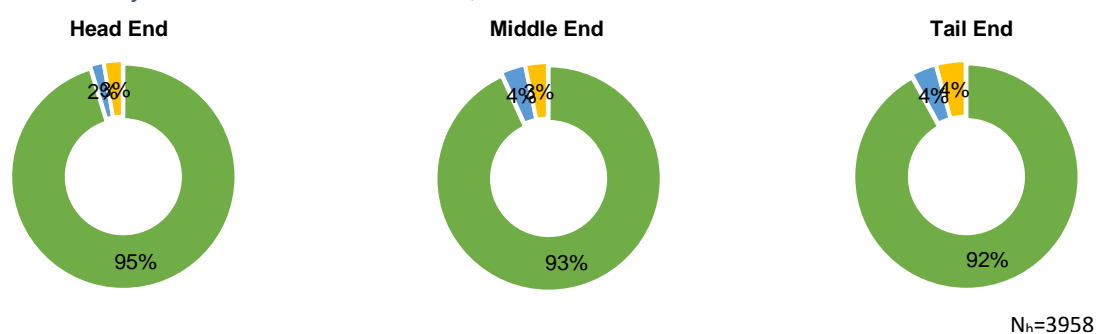
**94% HHs** reported receiving adequate quantity of water (more than 55 LPCD of water).

Figure 14: Quantity of water received by households



#### Quantity of water received across head, middle, and tail end

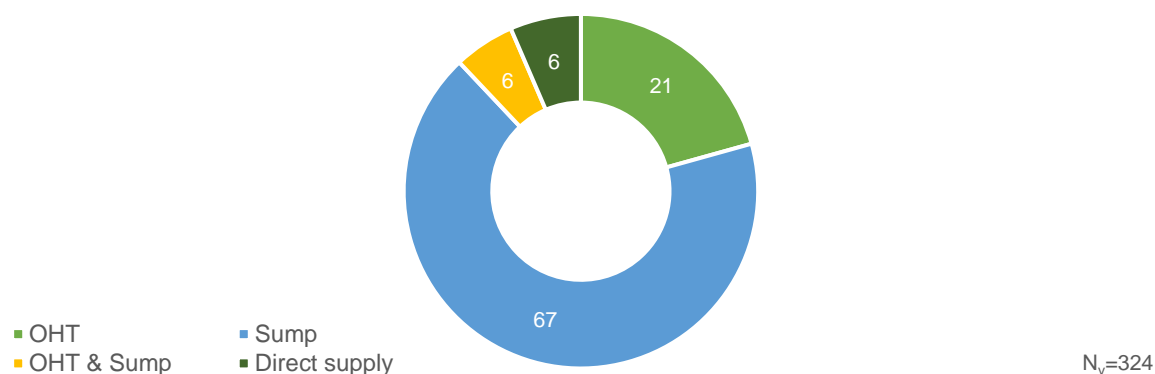
Figure 15: Quantity of water received across head, middle and tail end households



The quantity of water received across the head, middle, and the tail end was observed to have declined, and more than 9 out of 10 (94%) of the sampled households received water in adequate quantity, i.e., greater than or equal to 55 LPCD.

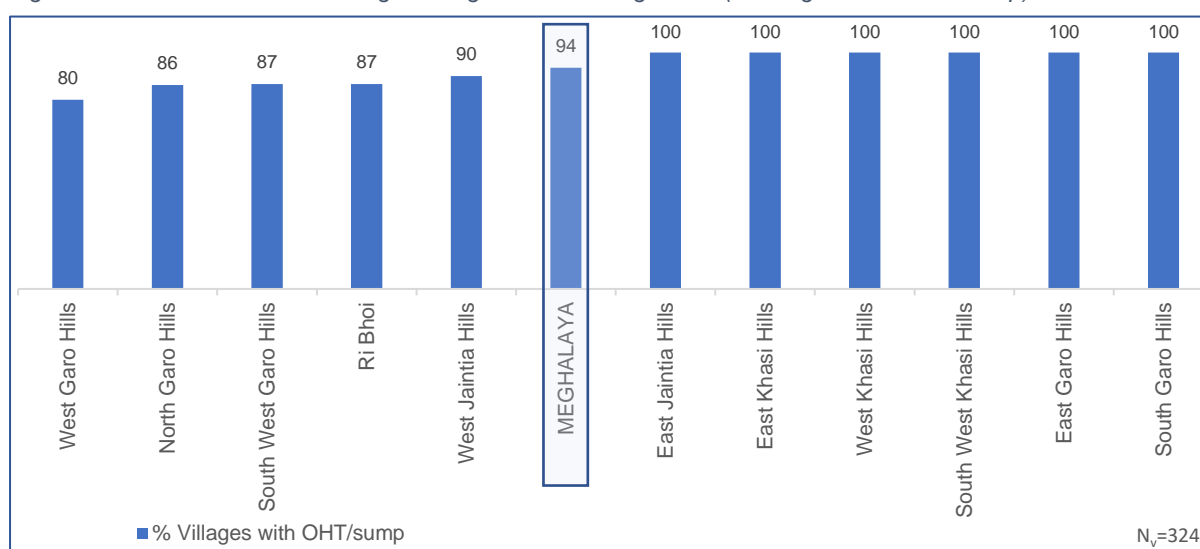
### Types of water storage arrangements at village level (in %)

Figure 16: Pipe water supply storage available in village



Less than one out of ten respondents in the state reported water being directly supplied. And in 94 percent reported water being stored in sump and overhead tanks.

Figure 17: District wise water storage arrangements at village level (% villages with OHT/ Sump)

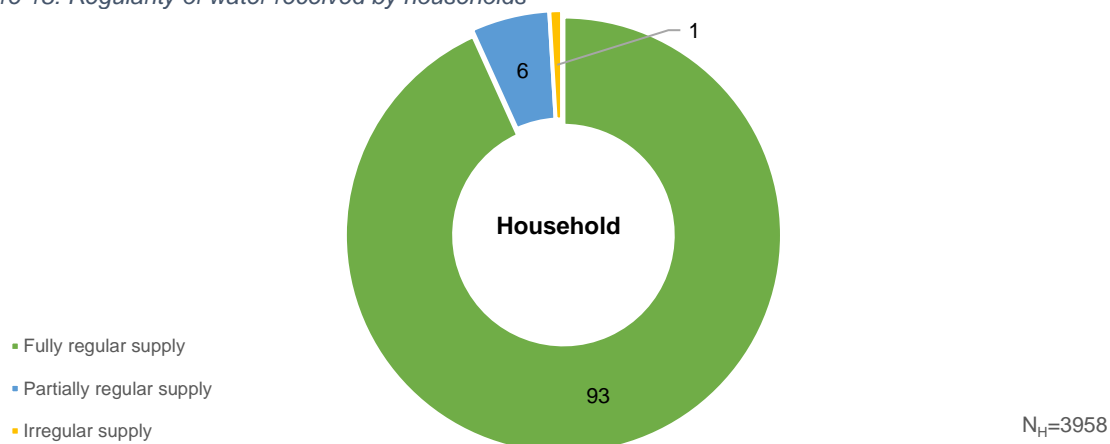


**94 percent villages** in the state have either an OHT or a sump for storing water for supplying to the households. South Garo Hills, East Garo Hills, Southwest Khasi Hills, West Khasi Hills, East Khasi Hills, and East Jaintia Hills are the districts where all the villages have either an OHT or a sump. Overall, more than 80 percent of the villages have water storage facilities in all the districts.

## B. Regularity of water supply to households

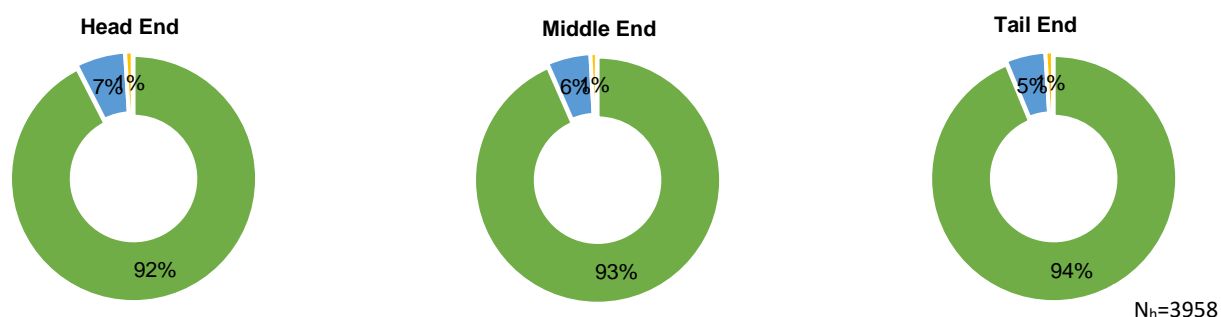
**93% HHs** receive a regular supply of water (as per agreed schedule).

Figure 18: Regularity of water received by households



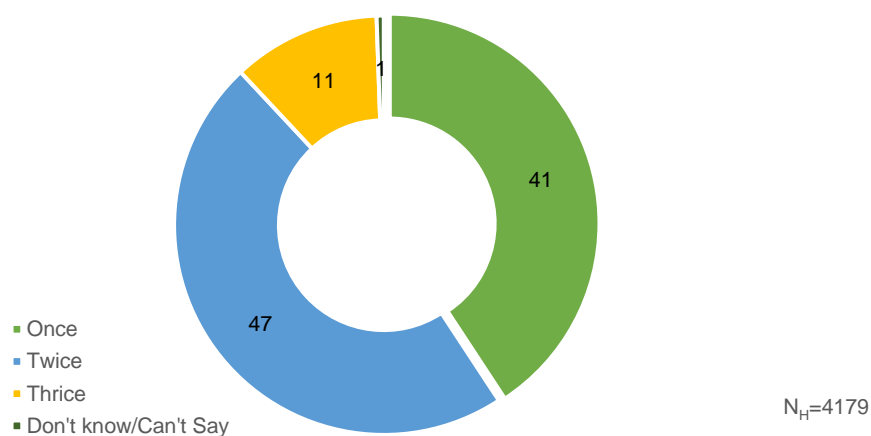
### Regularity of water received across head, mid, and tail end

Figure 19: Regularity of water received across head, middle and tail end households



Water is slightly less regularly available at the head-end households of the PWS in comparison to the tail end.

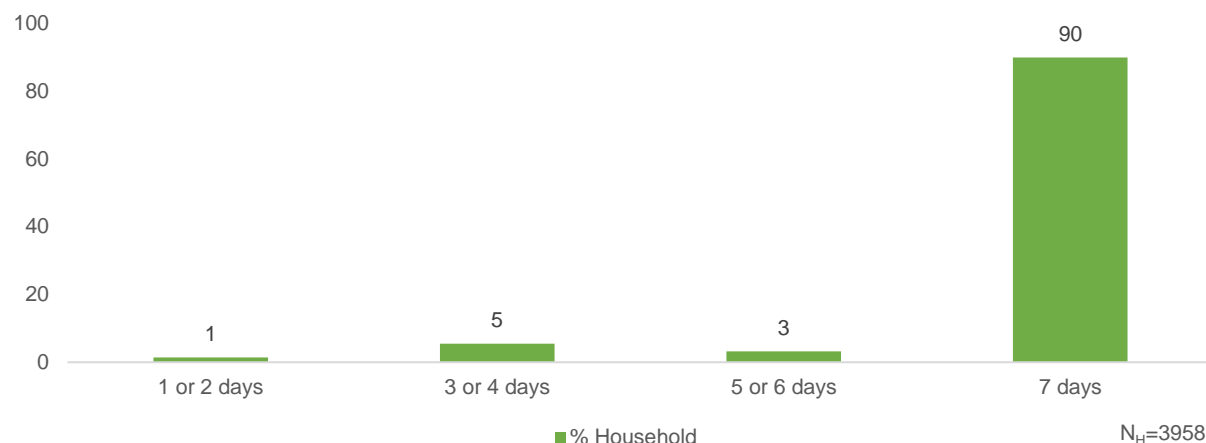
Figure 20: Average no. of times water is supplied in a day



HHs in **47 percent of districts** receive water twice a day. The average duration of water supply across the state was reported to be **3 hours per day**.

### Average water supply days in a week to households

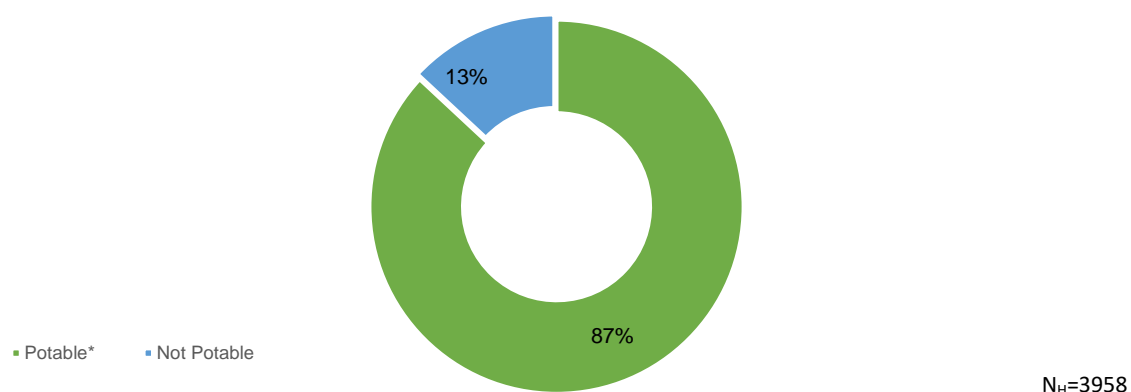
Figure 21: Average number of days households receive water supply in a week (in %)



**90 percent** reported receiving water for all 7 days in a week (daily).

### C. Potability Water – Quality

Figure 22: Potable water received by households



*\*Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical and bacteriological as given in Table 5 parameters (within acceptable/ permissible range) and onsite testing of pH. The details of laboratory test are mentioned in the table given above in the glossary.*

Among the sampled households in Meghalaya where water was found on the day of the survey, the potability of water was found to be 87%.

**Table No. 4: Village quality parameters reported within permissible range (% sample within permissible range)**

Quality Parameters (N <sub>v</sub> =324)	Water Samples Tested from Public Institutes			
	Anganwadi Centre	Health Facility	Schools	Others
pH (on-site)	94	94	93	88
Turbidity	100	100	100	100
Total Hardness	100	100	100	100
Total Alkalinity	100		100	
Chloride	100	100	100	100
Ammonia	Not Tested			
Iron	100	100	100	100
Nitrate	100		100	
Sulphate	Not Tested			
Total Dissolved Solids	100	100	100	100
Bacteriological Test (Absence)	100	100	100	100
Fluoride	Not Tested			
Arsenic	No History			

**Table No. 5: Household water quality parameters reported within permissible range (in % sample within permissible range)**

The number of water samples submitted to the laboratory for the calculation of the different parameters was the same as mentioned in the rest of the report (sample size for HH water submitted to labs=3958). However, the below data are presented based on the results received from the laboratories and the respective base sizes are mentioned for each of the parameters separately.

Quality Parameters	No of water samples tested	% Samples within permissible range
pH (on-site)	3958	88
Turbidity	3182	100
Total Hardness	2859	100
Total Alkalinity	581	100
Chloride	2224	100
Ammonia	Not Tested	
Iron	1004	100
Nitrate	168	100
Sulphate	Not Tested	
Total Dissolved Solids	451	100
Bacteriological Test (Absence)	1459	98
Fluoride	Not Tested	
Arsenic	No History	

## Safeguarding piped water supply for unforeseen bacteriological contamination- Presence of Residual Chlorine (RC)

The Residual Chlorine (RC) in the state of Meghalaya was found in 2% samples. No samples were having RC outside range whereas 98% samples had no RC. 98% of water samples passed the bacteriological contamination test. While in 2% samples bacteriological contamination is found, no samples had chlorine in permissible range, 2% samples had no residual chlorine and no sample had residual chlorine outside range.

The Residual Chlorine in piped water supply is one of the most important preventive actions to assure quality of water against bacteriological contamination from source to consumption. The presence of residual chlorine within permissible limits is indicator of well-maintained and healthy piped water supply system.

It is advised that behavioural change communication campaigns on appropriate dosage of residual chlorine is held in all villages and monitoring system for chlorine dosing is established. The FTK must have residual chlorine testing facility for effective WQM&S.

### Comment on functioning of District Lab:

The district lab tested water samples for 9 water quality parameters. 4258 water samples were submitted, and 3552 water samples were tested, and reports made available. The turnaround time for testing was more than 48 hours in most cases. Given this feedback, it can be conferred that these labs have limited scope to take up samples from the general public at large on a regular basis.

Table No. 6: Performance of Labs						
Sl.No	District	Lab available	HH surveyed	Samples submitted	Report received	Overall lab experience
1	West Jaintia Hills	Yes	382	405	397	Laboratory had denied receiving the sample on weekends initially, however the issue was resolved later with the help of PHED and chief chemist of the state
2	East Jaintia Hills	Yes	403	412	405	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resource, reagents etc
3	East Khasi Hills	Yes	397	441	392	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resource, reagents etc
4	West Khasi Hills	Yes	379	421	359	The labs did not have any issue with testing the number of water samples submitted nor had any issues with

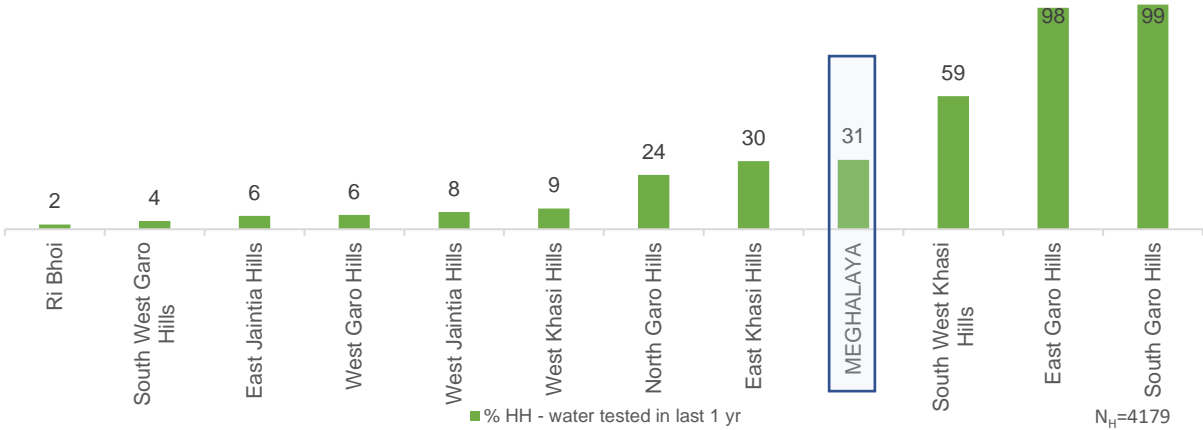


<b>Table No. 6: Performance of Labs</b>						
<b>Sl.No</b>	<b>District</b>	<b>Lab available</b>	<b>HH surveyed</b>	<b>Samples submitted</b>	<b>Report received</b>	<b>Overall lab experience</b>
						human resource, reagents etc
5	South West Khasi Hills	Yes	360	363	296	Laboratory had denied receiving the sample on weekends initially, however the issue was resolved later with the help of PHED and chief chemist of the state
6	North Garo Hills	Yes	353	355	171	Laboratory had denied receiving the sample on weekends initially, however the issue was resolved later with the help of PHED and chief chemist of the state
7	East Garo Hills	Yes	369	372	363	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resource, reagents etc
8	West Garo Hills	Yes	396	375	196	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resource, reagents etc
9	South West Garo Hills	Yes	383	423	412	Laboratory had denied receiving the sample on weekends initially, however the issue was resolved later with the help of PHED and chief chemist of the state
10	South Garo Hills	Yes	377	387	367	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resource, reagents etc
11	Ri Bhoi	Yes	380	304	194	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resource, reagents etc

Households reported that their HH tap-water was collected and tested in the last one year

31 percent of HHs reported that their HH tap-water was collected and tested in the last one year.

Figure 23: Households where tap water was tested in the last one year

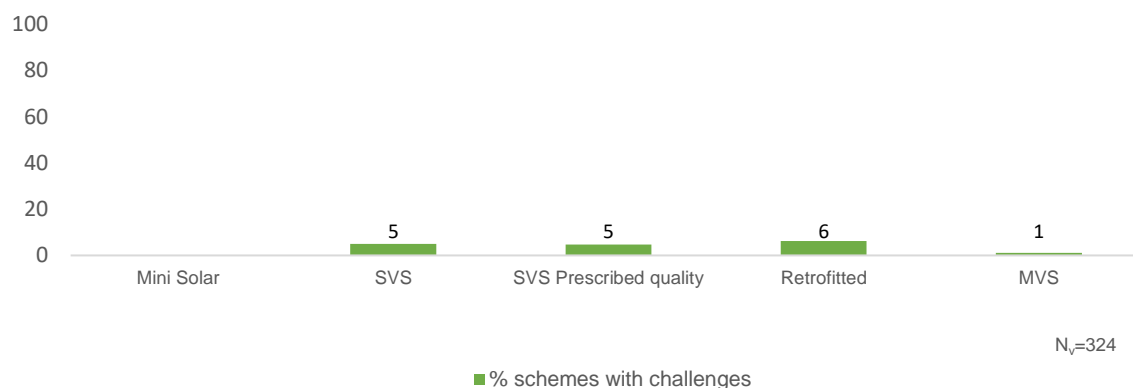


### 3.3. Operation and Maintenance (O&M) of schemes at village level

#### Schemes reported to have faced challenge in village

The retrofitted scheme faced the most challenges (6%) in comparison to the other schemes in the state.

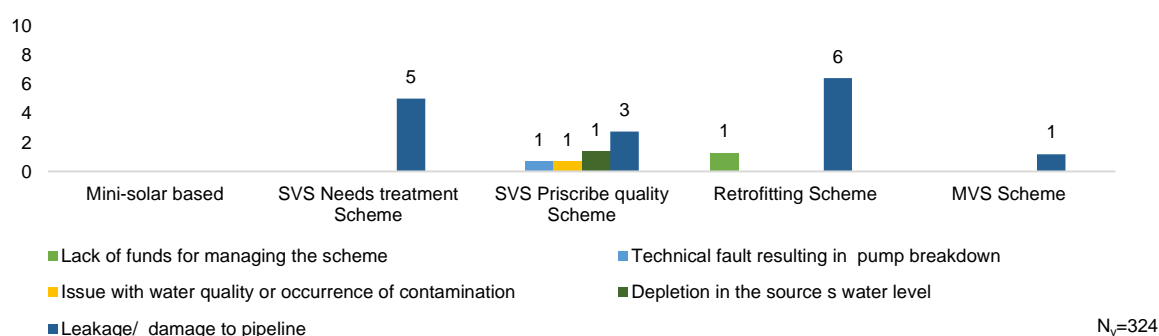
Figure 24: Schemes reported to have faced challenge in village



#### Type of challenge faced by the schemes

The most faced problem varied from one scheme to another. However, 'leakage/damage to pipeline' is a problem that was found unanimously in all the schemes except mini solar based.

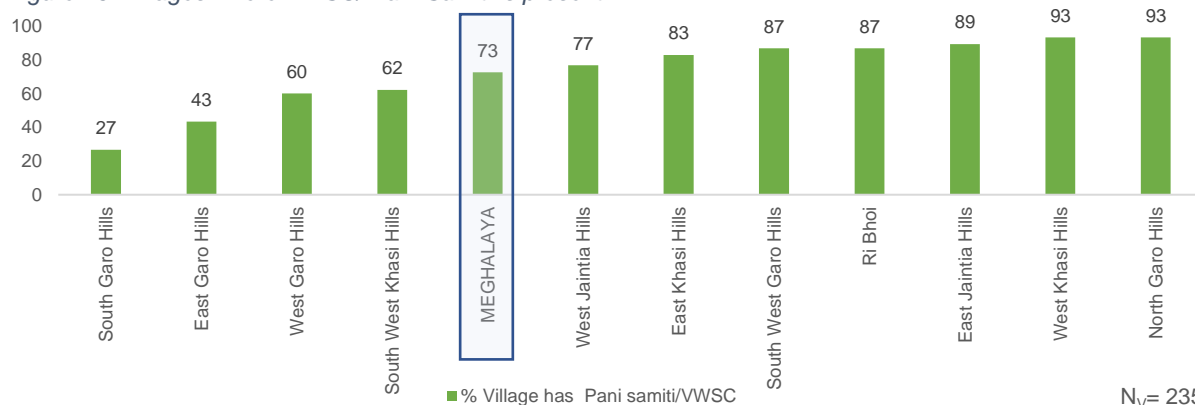
Figure 25: Type of challenge faced by the schemes



#### A. Presence of VWSC/Pani Samiti

73 percent of villages in the state reported to have a VWSC or a Pani Samiti.

Figure 26: Villages where VWSC/ Pani Samiti is present



## B. VWSC/Pani Samiti with more than 50 percent female members

About 28 percent of the VWSC/Pani Samitis in Meghalaya were having more than 50 percent female members.

Figure 27: VWSC/ Pani Samiti with more than 50 percent female members

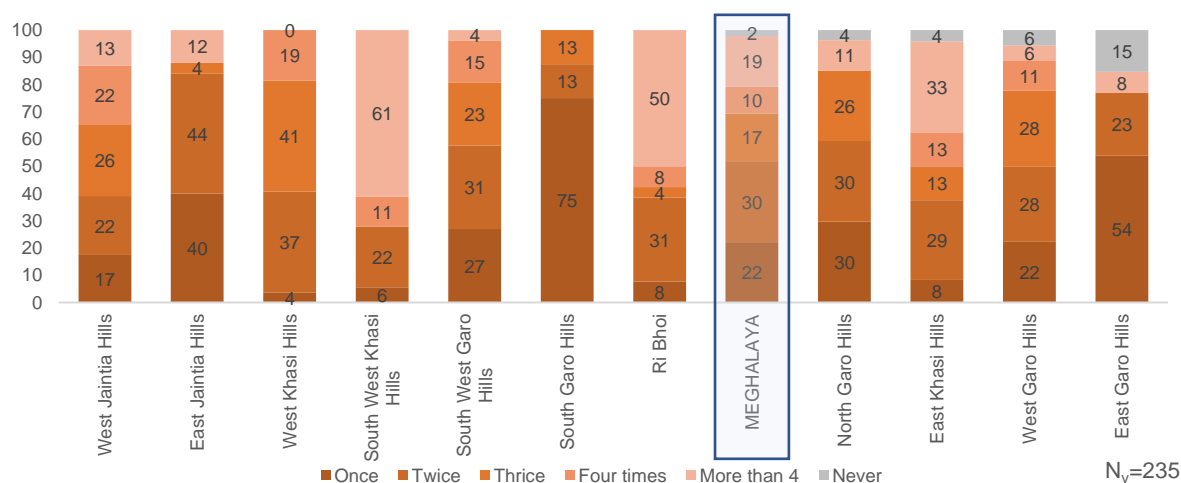


N<sub>v</sub>(All Villages in which VWSC is present)= 235

## C. VWSC Meetings in last one year

Across the villages in the state, that reported to have VWSC/Pani Samitis (235 villages), 2 meetings in last one year was reported the most (30 percent)

Figure 28: VWSC meetings held in last one year

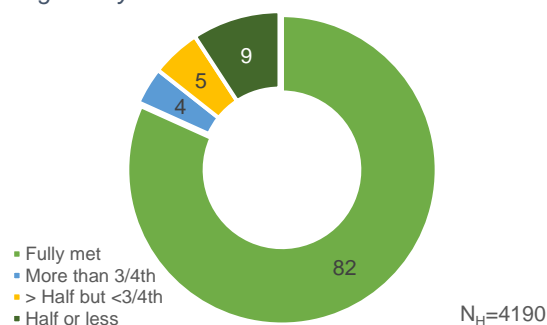


N<sub>v</sub>=235

### 3.4. Utilization of water at HHs for drinking and other activities

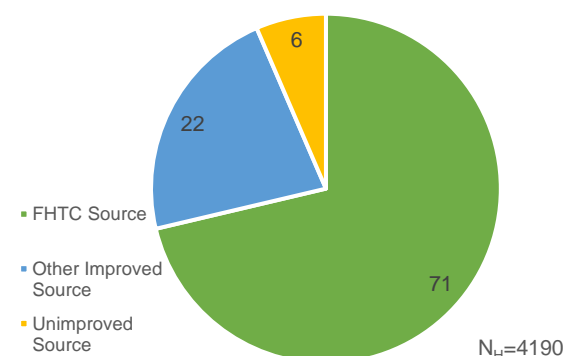
**82% of HHs** reported that their daily requirement of water was being met by HH tap connections

Figure 30: Daily household's requirement of water being met by FHTC



**71% HHs** reported HH tap connections as their primary source of drinking water

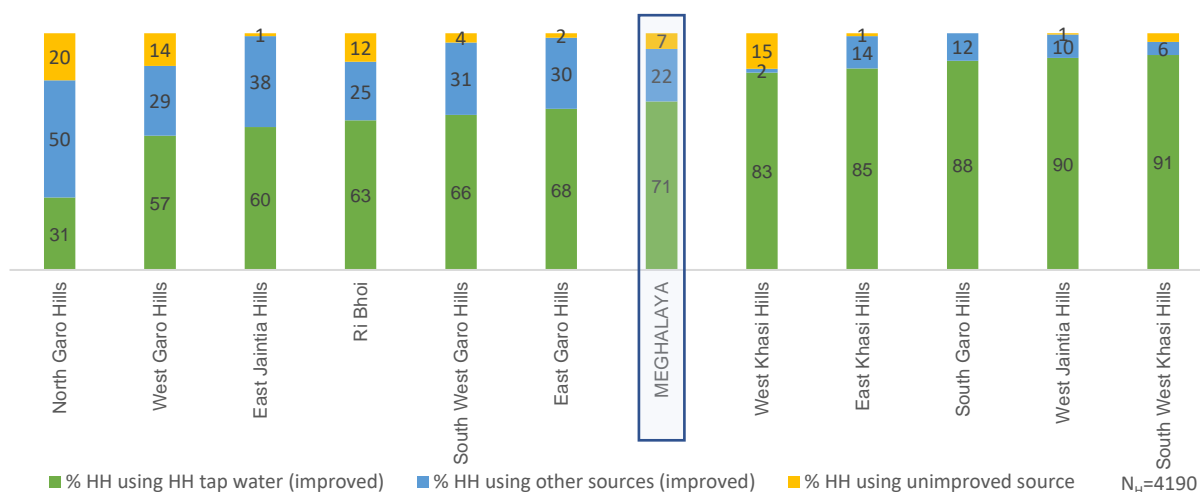
Figure 29: Households reported FHTC as primary source of drinking water



More than 4 out of 5 (82 percent) HHs reported their daily requirement of water being fully met by the HH tap connections. And 71 percent HHs reported used household tap connection for drinking water (primary source). About 22 percent of the HHs even though have reported household tap connections to fully meet their requirements, were not found using the same for drinking purposes.

Overall, **93 percent of HHs** reported using improved primary source of drinking water, out of which **71 percent of HHs** reported HH tap water as their primary source.

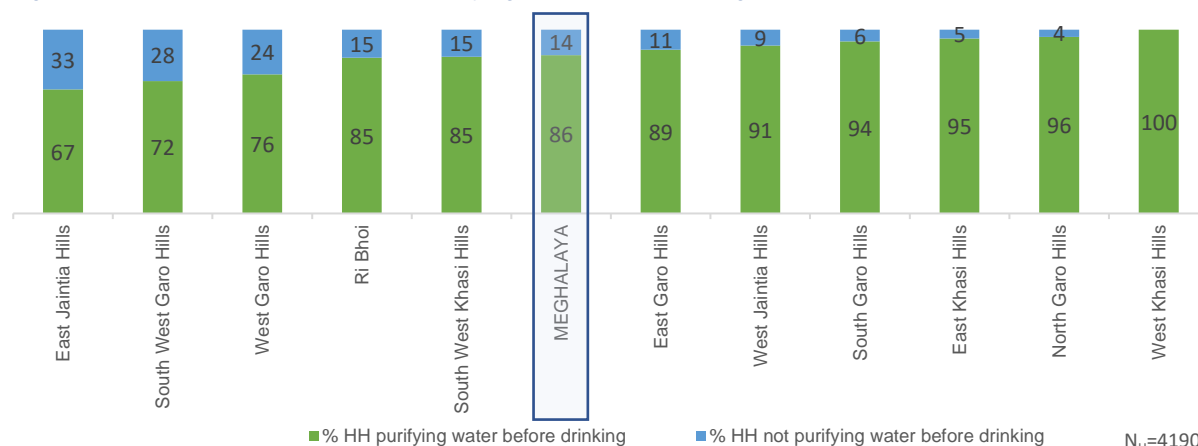
Figure 31: District wise distribution of household's reported FHTC as primary source of drinking water



## A. Households who practice of purifying water before drinking

Practice of purifying water before drinking was reported the most in West Khasi Hills (100 percent) where 83 percent HHs reported using HH tap water as primary drinking water source, while the least was reported in East Jaintia Hills (67 percent) where 60 percent HHs reported using HH tap water as a primary drinking water source.

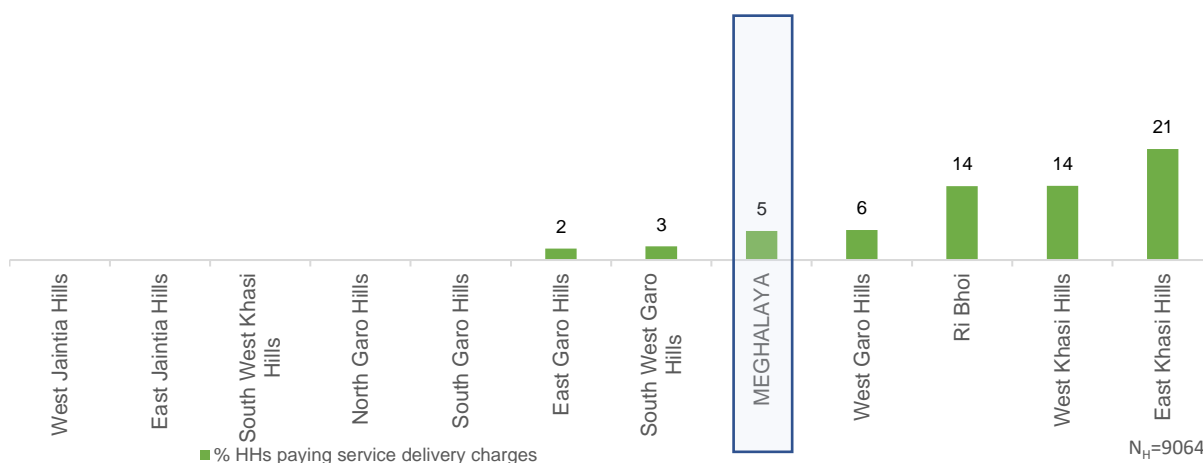
Figure 32: Households who practice of purifying water before drinking



## B. Households paying water service delivery charges

In Meghalaya, around 5% of the sampled households were found to be paying service delivery charges, East Khasi Hills being the district with the highest percentage of such households (21%) and West Jaintia Hills, East Jaintia Hills, South West Khasi Hills, North Garo Hills, and South Garo Hills being the districts in which households reported not paying any water service delivery charges.

Figure 33: Households paying water service delivery charges

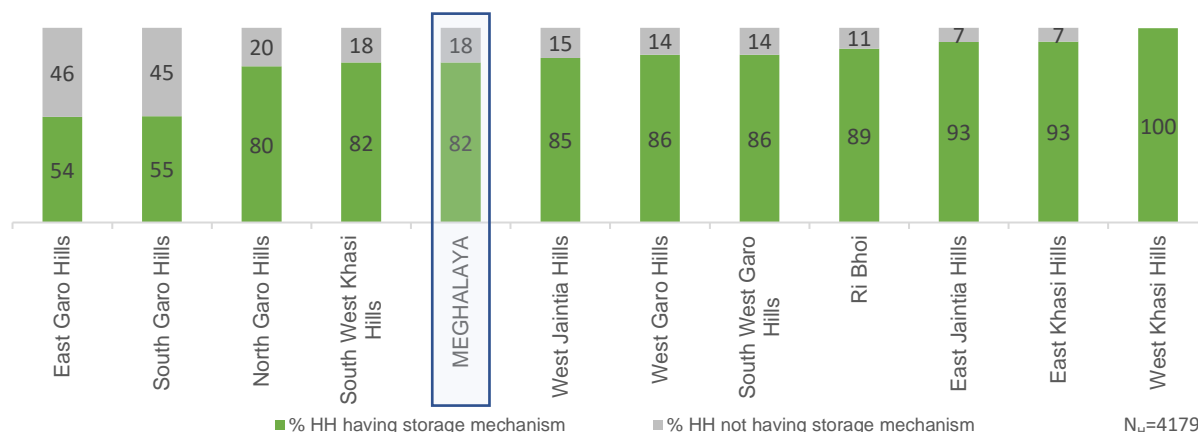




### C. Storage mechanism used by households

Overall, 82% households in Meghalaya were found to use some mechanism to store water in the household.

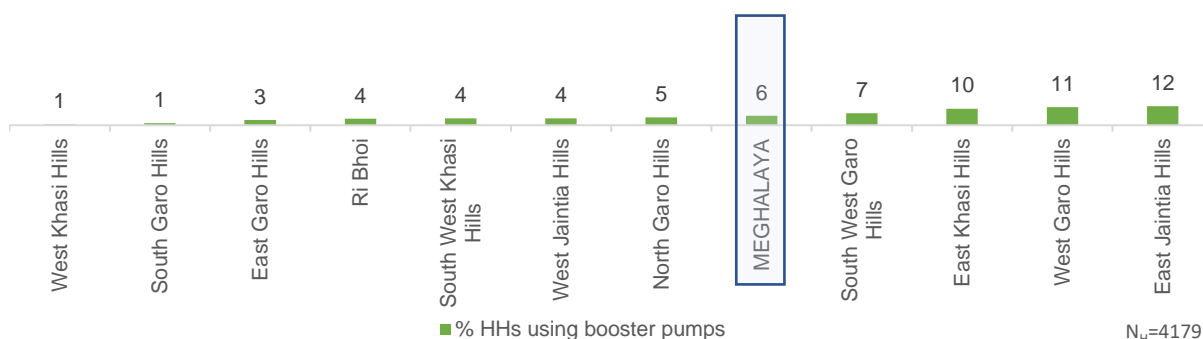
Figure 34: Households reported using some storage mechanism



### D. Households using booster pumps

Overall, 6 percent HHs reported using booster pumps to maximize the water flow through their piped water connections. East Jaintia Hills and West Garo Hills reported 12 percent and 11 percent of HHs using booster pump in the state while West Khasi Hills reported only 1 percent.

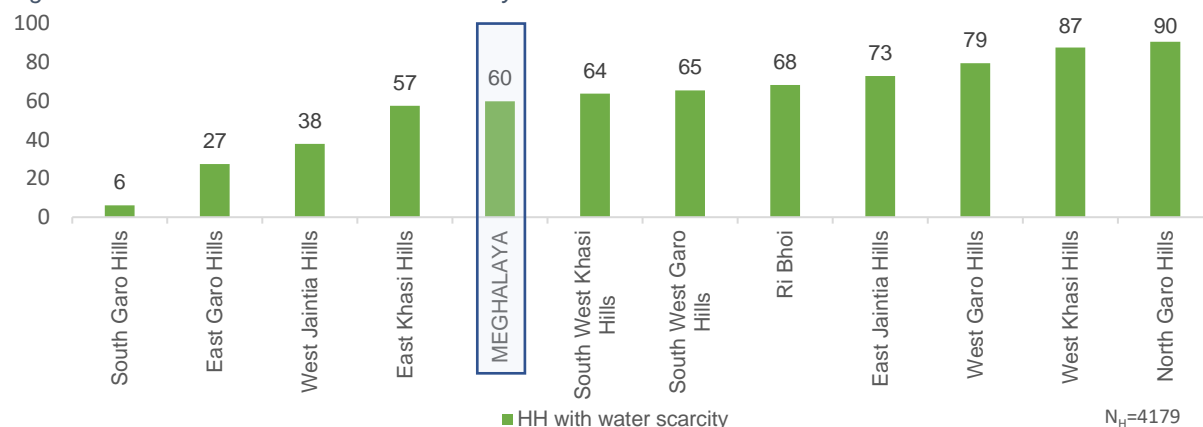
Figure 35: Households reported to use of booster pumps



### E. Households who faced shortage of water

In the state, 60 percent HHs faced shortage of water during any time of the year

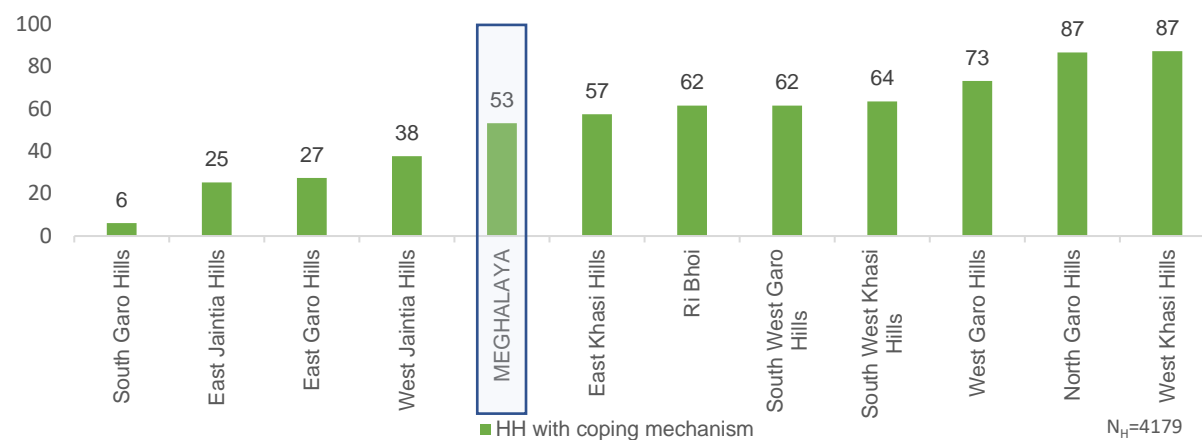
Figure 36: Households who faced water scarcity



## F. Household with a coping mechanism during scarcity of water

53% HHs reported having some mechanism to cope with scarcity of water

Figure 37: Households reported to have some mechanism to cope with scarcity of water

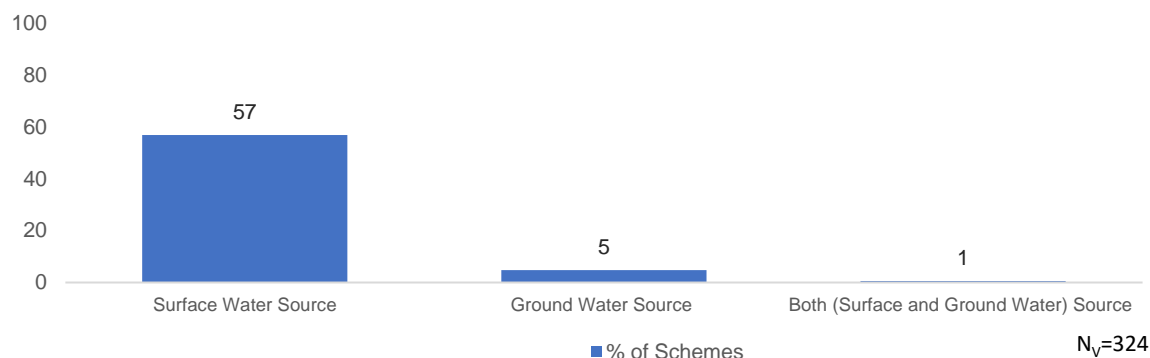


### 3.5. Source sustainability at the village level

#### Schemes based on surface and ground water

**57% of schemes** reported to be based on surface water source while 5% of schemes reported to be based on ground water sources

Figure 38: Schemes based on water source in village

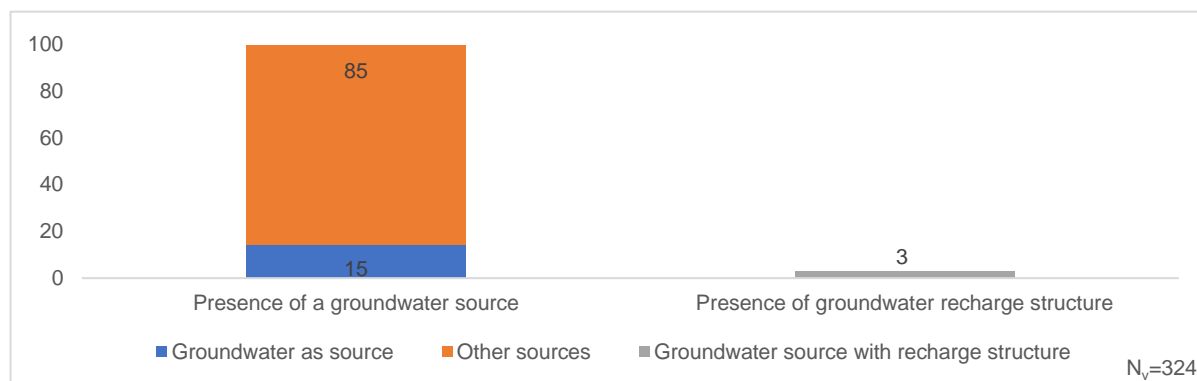


\*'Surface Water Source' is Stream, Spring, Glacier, River, lake, pond etc. and Groundwater Source is open well, borewell, tube well, handpump, spring, etc.

#### Villages reported having presence of a groundwater source

In the state, **15 percent villages** reported the presence of groundwater sources like improved dug wells and borewells. Out of which, 3 percent of villages reported (i.e., 9 villages) reported having a recharge structure.

Figure 39: Villages reported the presence of groundwater sources and among those how many reported to have a recharge structure



### 3.6. Water quality monitoring and surveillance in the villages

#### A. Water quality management by VWSC: Availability of FTK with the Pani Samiti/ VWSC

With regards to water quality testing in the village by VWSC, 32 percent villages in the state reported having available field test kits. Southwest Garo Hills, and West Jaintia Hills reported 63 percent and 53 percent villages, respectively, having available field test kits for water quality testing, while South Garo Hills reported no villages to have availability of FTKs.

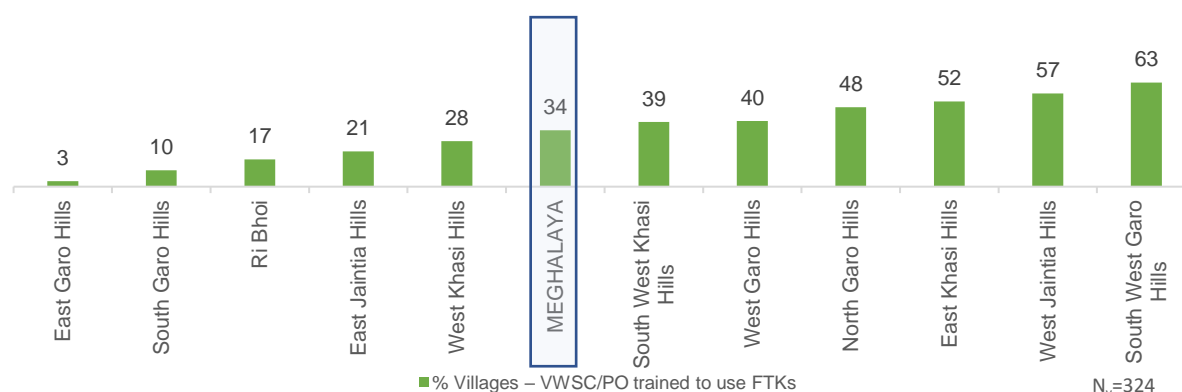
Figure 40: Availability of field test kits with VWSC/ Pani Samiti



#### B. Persons trained to use field test kits in villages

Overall, **34 percent of villages** in the state reported to have either VWSC/Pani Samiti or pump operator trained to use field test kits for testing the quality of water on-site. South West Garo Hills reported 63 percent VWSC/Pani Samiti or pump operator trained to use field test kits while East Garo Hills reported 3 percent.

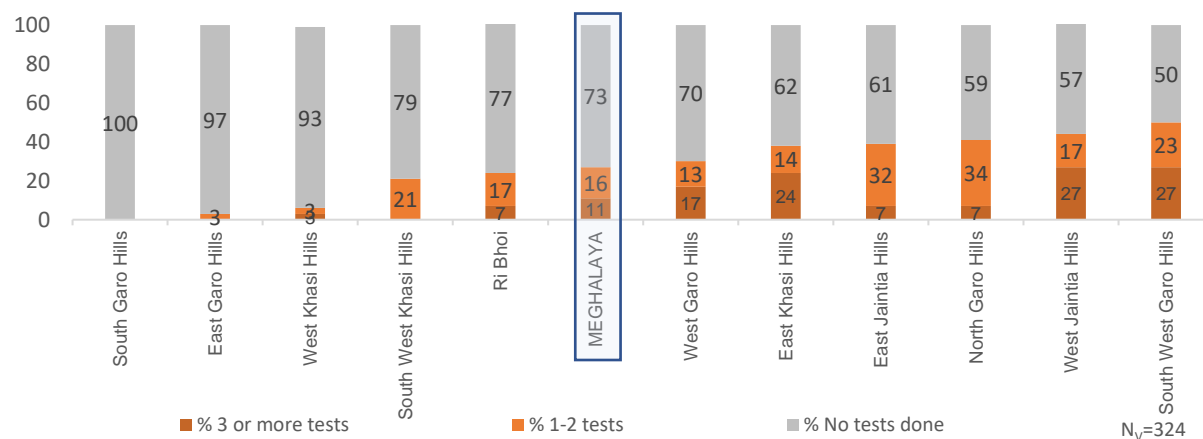
Figure 41: Persons trained to use field test kits



### C. Water quality management by VWSC: Frequency of testing using FTK

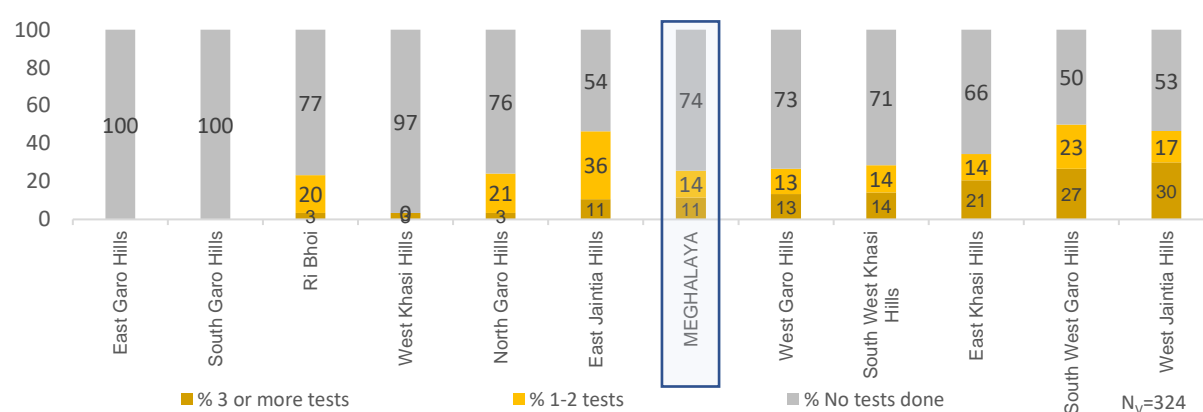
Across the state, about one-tenth of the total sampled villages (11 percent) reported that the quality of water (at different points in the respective villages) was checked at least three times using FTKs in last one year. Among the districts, South West Garo Hills had the highest proportion of such villages, wherein 27 percent of its villages reported using FTKs three or more times in last one year.

Figure 42: Frequency of testing using FTK in villages



### D. Water quality management by VWSC: Frequency of lab testing

Figure 43: Frequency of lab testing

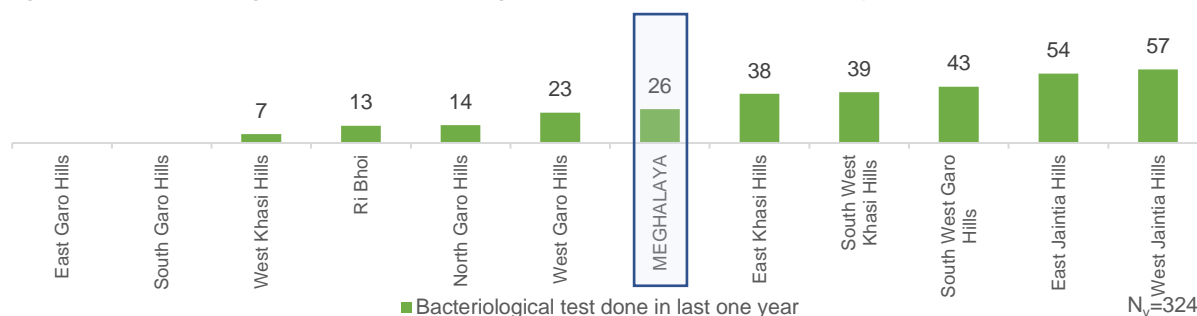


Across the state, about one-tenth of the total sampled villages (11 percent) reported that the quality of water (at different points in the respective villages) was checked at least three times through laboratories in last one year. Among the districts, West Jaintia Hills had the highest proportion of such villages, wherein 30 percent of its villages reported tests through laboratories - three or more times in last one year.

### E. Water quality management by VWSC: Bacteriological test done in last one year

With regards to water quality testing in the village by VWSC, **26 percent villages** in the state reported having bacteriological test done in the last one year.

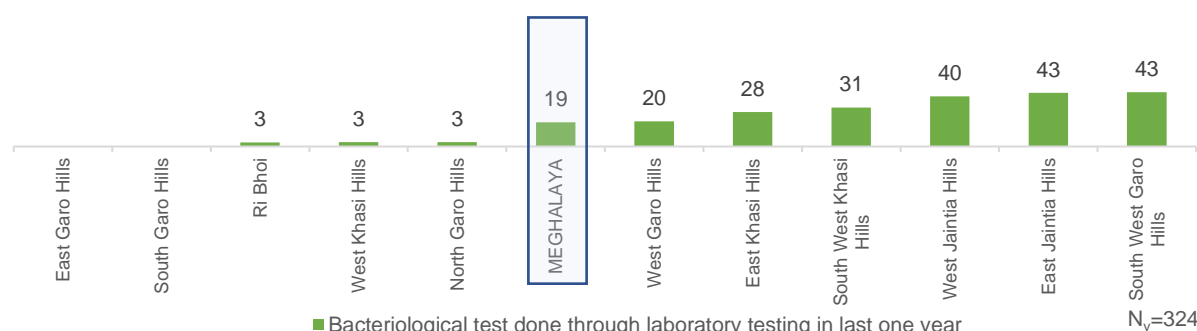
Figure 44: Percent villages in which Bacteriological test was done in the last one year



### F. Water quality management by VWSC: Bacteriological test done through laboratory testing in the last one year

Laboratory based bacteriological tests, in last one year, was reported by 19 percent of sampled villages. No sampled villages from the districts East Garo Hills, and South Garo Hills reported to have had bacteriological tests done through laboratories in last one year.

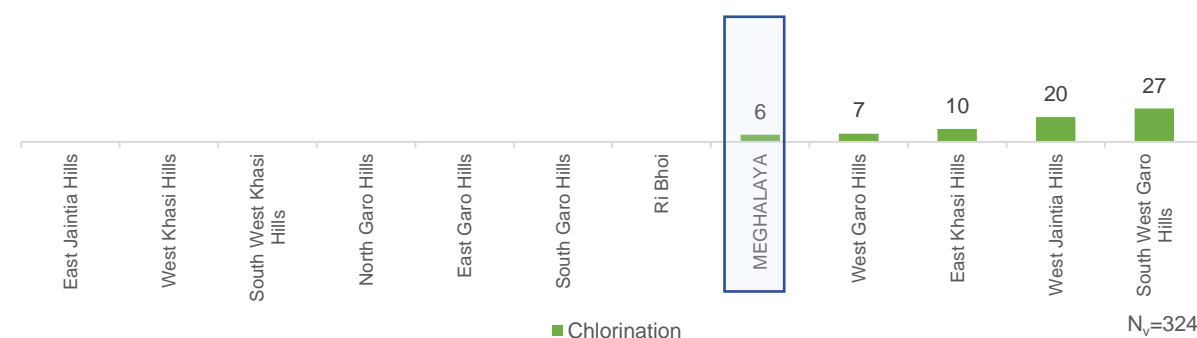
Figure 45: Bacteriological test done through laboratory testing in the last one year



### G. Water quality management by villages: Availability of chlorination mechanism in the village

Only **6 percent villages** reported that there is availability of chlorination mechanism in the village but during onsite testing of water at household level only 2 percent households tested to have for presence of chlorine.

Figure 46: Villages having a mechanism for chlorination

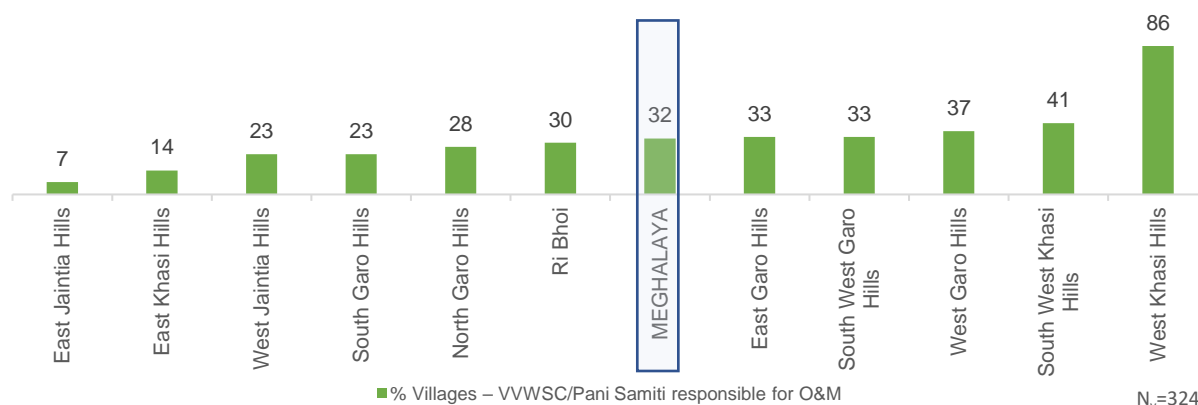


### 3.7. Management of water service delivery at village level

#### A. VWSC/Pani Samiti responsibility for O&M of PWS schemes

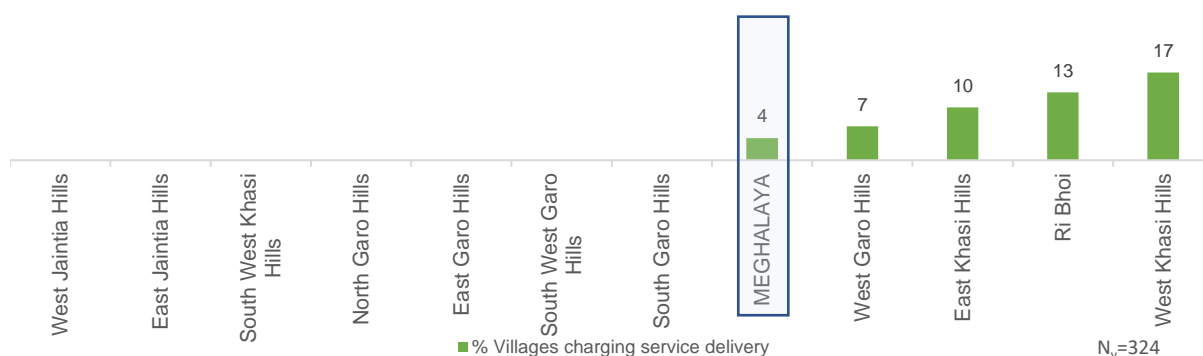
In the state, **32 percent villages** that have VWSC/Pani Samiti reported to be responsible for operation and maintenance of PWS. Less than 10 percent villages having VWSC/Pani Samiti in East Jaintia Hills reported to be responsible for O&M of PWS schemes.

Figure 47: VWSC/Pani Samiti responsibility for O&M of PWS schemes



#### B. Villages levying water service delivery charges from households

Overall, **4 percent of villages** in the state levy charge for water service delivery to households whereas **5 percent HHs** reported paying water service delivery charges at the households.

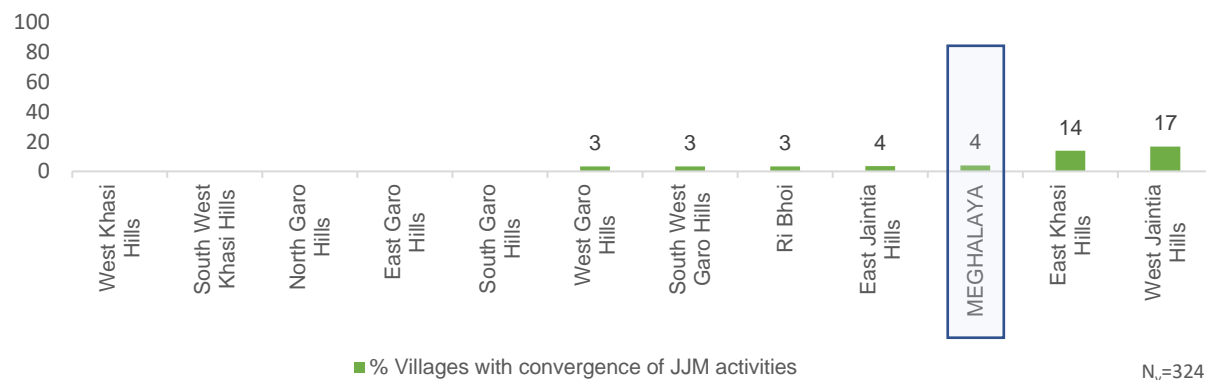




### C. Convergence of JJM activities with other schemes in villages

In the state, only **4 percent villages** in the state reported convergence of activities under JJM with other government programmes/ schemes on skill development, capacity building and training, and awareness generation.

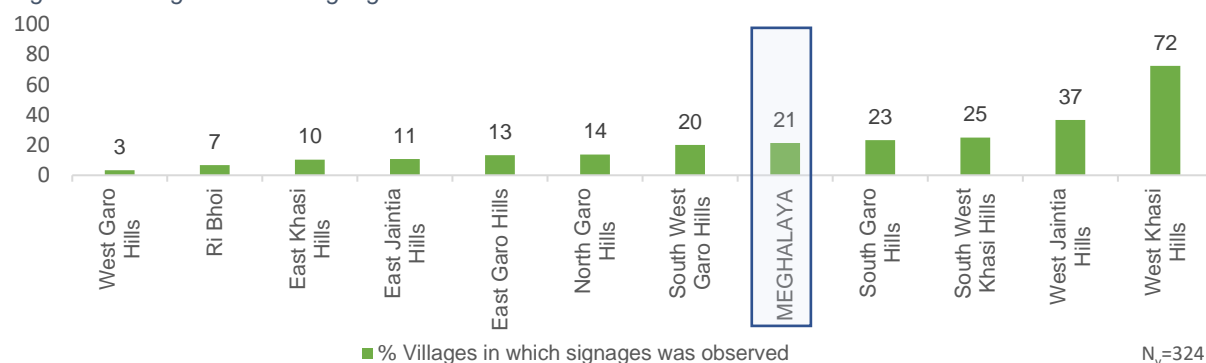
Figure 48: Village reported convergence of JJM activities with other schemes in the village



### D. Villages where signages

Signages about JJM were observed in 21 percent of the sampled villages. District West Khasi Hills had the highest proportion of villages where signages were observed (72 percent).

Figure 49: Villages in which signages about JJM was observed

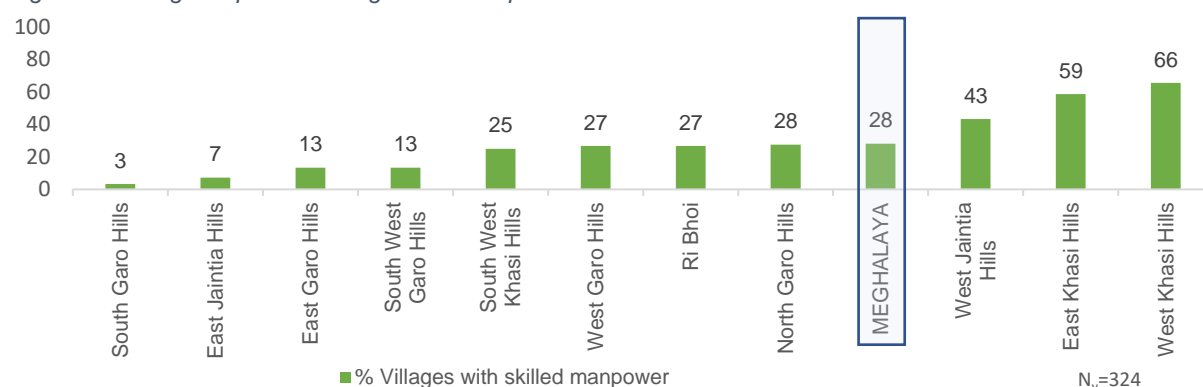


### 3.8. Status of Operation & Maintenance

#### A. Villages with skilled manpower for operation and maintenance (O&M) of PWS schemes

Across the state, **28 percent villages** in the reported having identified skilled manpower for O&M of PWS schemes, the most reported to be in West Khasi Hills (66 percent) and the least in South Garo Hills (3 percent)

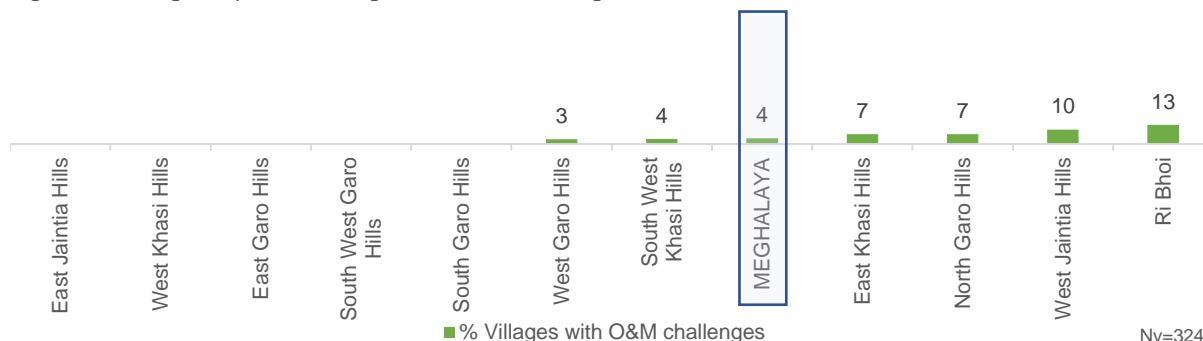
Figure 50: Villages reported having skilled manpower for O&M of PWS schemes



#### B. Villages with O&M challenges

In the state, **4 percent of villages** in the state reported to have faced challenges with respect to O&M of PWS schemes

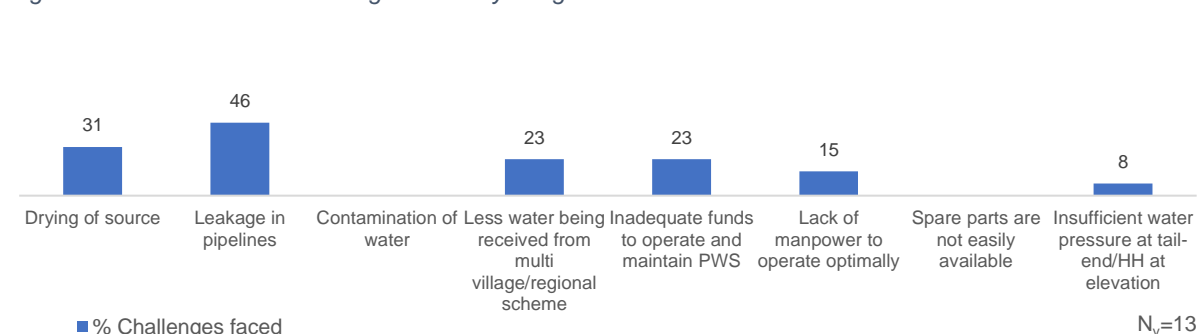
Figure 51: Villages reported having faced O&M challenge



#### C. Details of challenges faced

Out of the 4 percent of villages that had faced challenges with respect to O&M of PWS schemes (13 villages), 'leakage in pipelines' was attributed the most – at 46 percent.

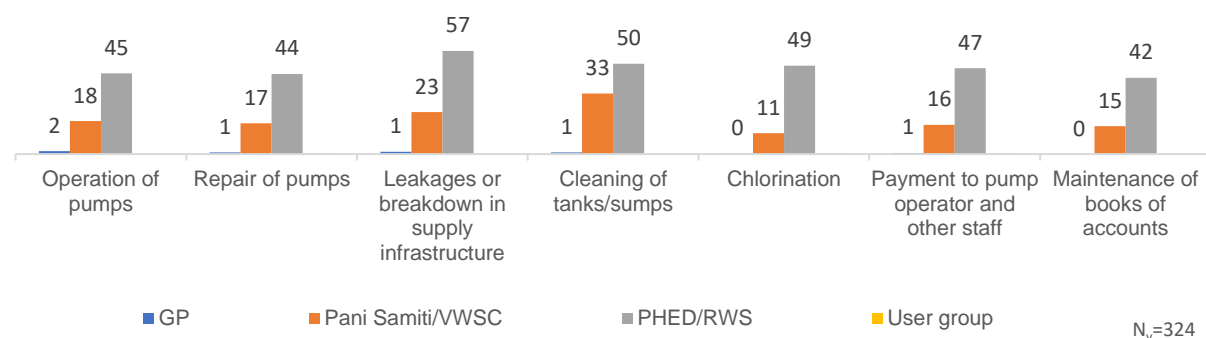
Figure 52: Details of O&M challenges faced by village



## D. Responsible for O&M

Across the state, villages reported 'PHED' the most for being responsible for all essential aspects about operation and maintenance of PWS schemes.

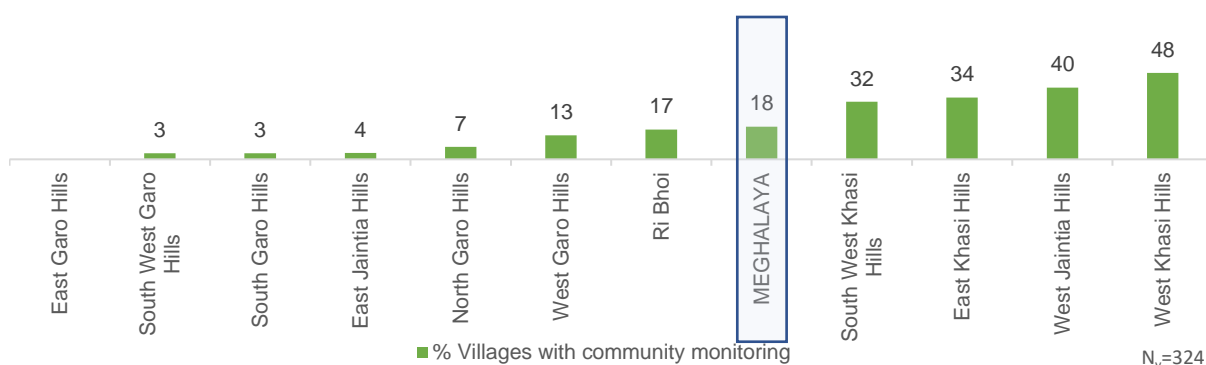
Figure 53: Different bodies responsible for O&M



## E. Villages with community level monitoring of water wastage

**18 percent of villages** in the state reported to have community level monitoring of water wastage

Figure 54: Villages reported having community level monitoring of water wastage

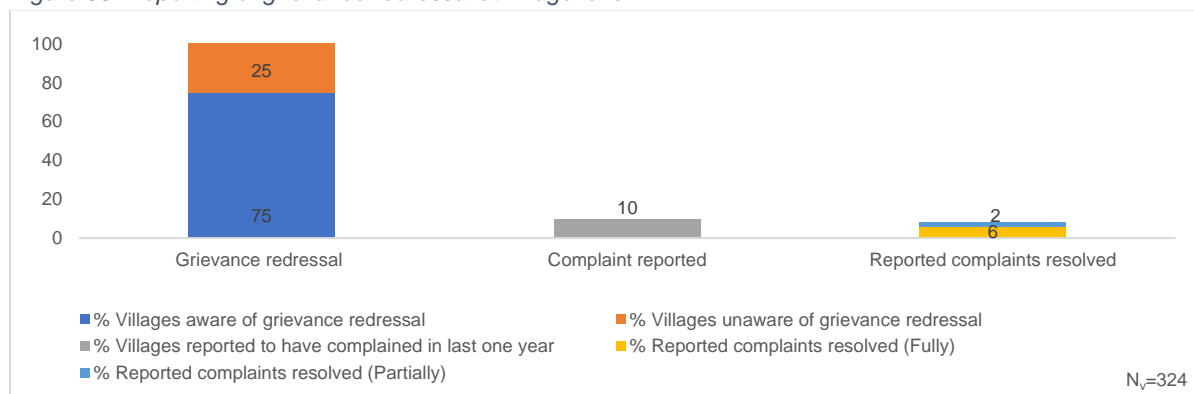


### 3.9. Status of service delivery related grievances and redressal

#### A. Village level

##### Grievance redressal at village

Figure 55: Reporting of grievance redressal at village level



In the state, **75 percent of villages** reported that they are aware of any grievance redressal mechanism, but only 10 percent HHs have reported a complaint in the last one year amongst which 6 percent reported that the complaints are fully resolved while 2 percent of complaints have been partially resolved.

##### Problem reported in last 1 year

Among the villages who reported a complaint (i.e. 31 villages), 3 percent villages have reported a complaint more than 10 times in the last one year, while 81 percent reported a complaint at least once or twice.

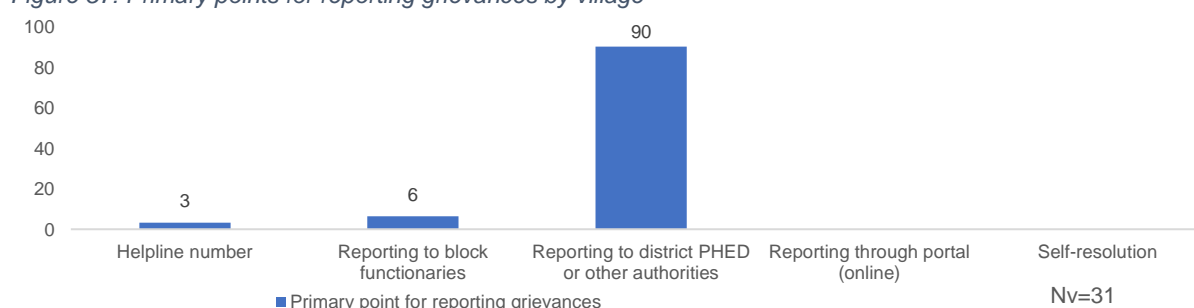
Figure 56: Number of times villages have reported grievance in last 1 year



##### Primary points for reporting grievances and key problems

Among those who reported complaint (i.e., 75% HHs, 31 villages), **90% of villages** reported that they report their grievances to PHED beside other reporting-points

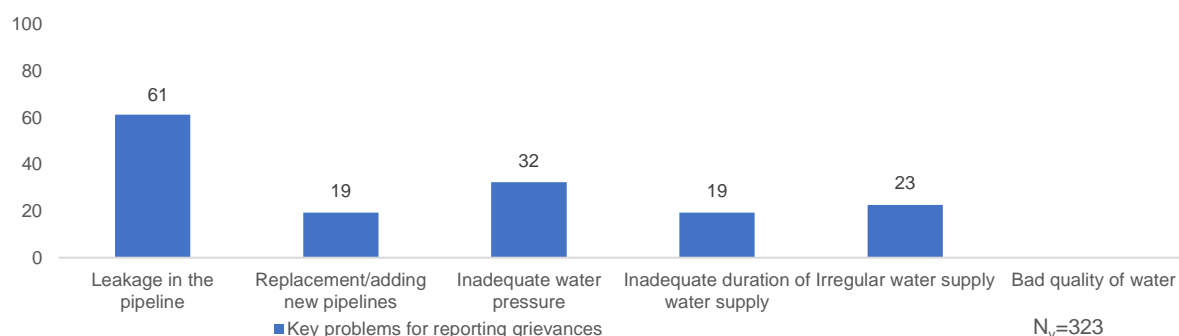
Figure 57: Primary points for reporting grievances by village



## Key problems for reporting grievances

Overall, among those who reported complaint (i.e., 75% HHs, 31 villages) **61% of villages** reported that **leakage in the pipeline** is their most encountered problem for reporting grievances

Figure 58: Key problems reported by village



## B. Household level

### Awareness of grievance redressal at household

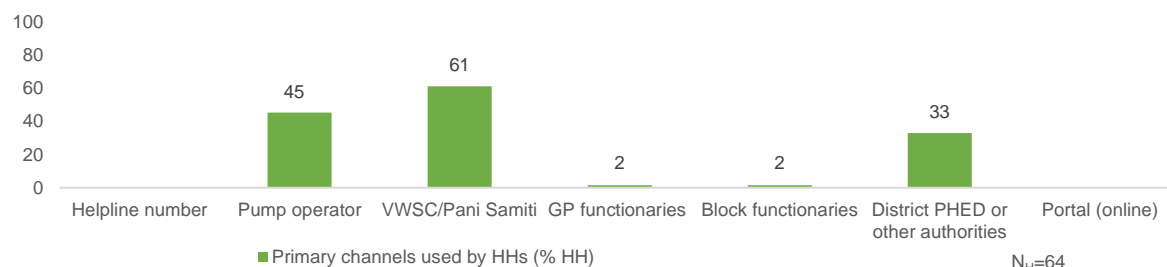
In the state, **70 percent of HHs** reported that they are aware of any grievance redressal mechanism w.r.t. HH tap water through PWS, but only 2 percent HHs have reported a complaint in the last one year and only 1 percent of complaints have been resolved.

Figure 59: Reporting of grievance redressal at household level



### Primary channels for reporting grievances by households

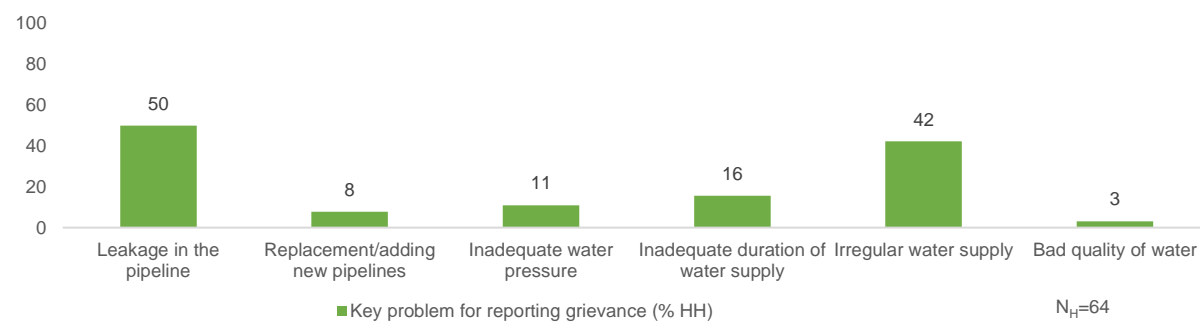
Figure 60: Primary channels for reporting grievances by households



Among those who reported complaint as shown in the above graph (i.e., 2% HHs, 64 HHs), **61% of the HHs** reported their complaints to the **VWSC/Pani Samiti** beside other reporting-channels

## Key problems for reporting grievances

Figure 61: Key problems reported by households



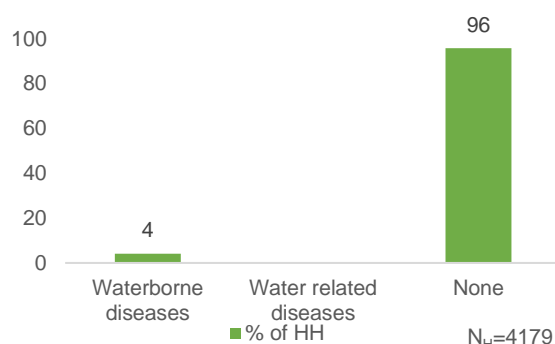
Overall, among those who reported complaint (i.e., 5% HHs, 50 HHs) **50%** of the HHs that reported problems was of **leakage in the pipeline** beside other problems

### 3.10. Perception of HHs on Outcome Indicators

#### A. Incidence of water borne diseases at HH level in last one year

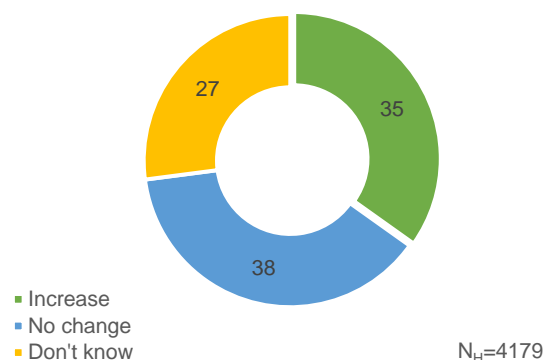
Across the state only 4% HHs reported having an incidence(s) of water borne diseases in your household in last one year. The cases recorded were of Dysentery, Diarrhoea, Cholera and Typhoid

Figure 62: Household reported incidence of water borne diseases in last one year



#### B. Change in employment days since FHTC programmes/schemes

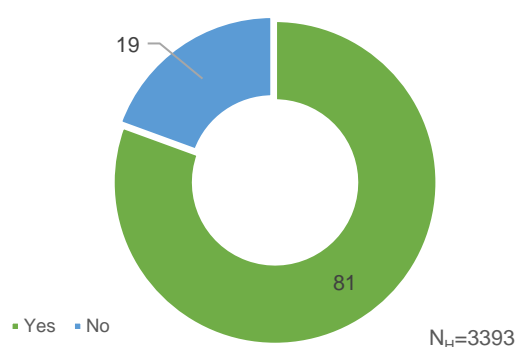
Since having a functional HH tap connection, 35% HHs across the state has reported that there has been a change in the no. of employment days of the adult HH members while 38% HHs reported no change



#### C. Reduction in time and effort in collecting water

Out of the HHs reported (i.e. 3393) that female members used to fetch water before HH tap connection, 81% reported that post installation of HH tap connection it helped reduction of time and effort in collection of water

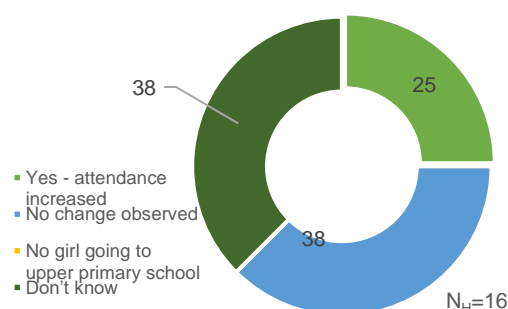
Figure 63: Households reported reduction in time and effort in collecting water



#### D. Impact on attendance of the girls going to upper primary

Across the state, 25% HHs reported that since having a functional HH tap connection the attendance of the girls going to schools increased, while 38% HHs reported no change in attendance which could possibly be an impact of shutting down of schools due to COVID-19 related lockdown during the survey

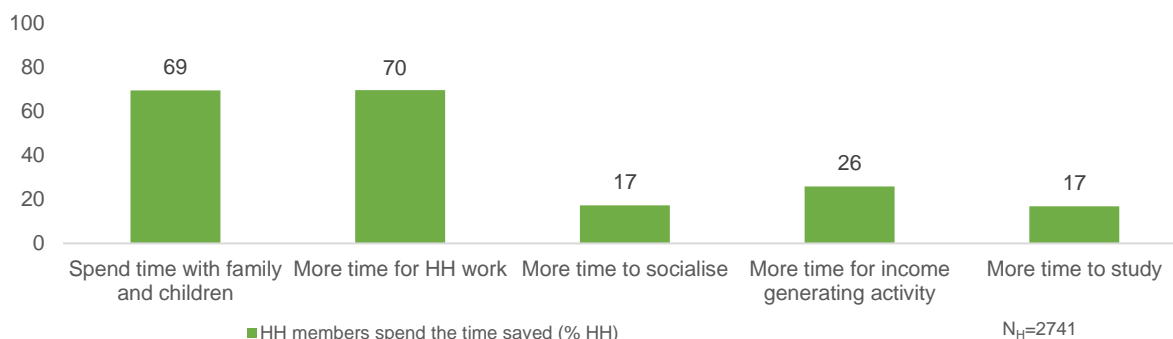
Figure 64: Households reported increase of attendance of girls going to upper primary school



### E. Utilization of time saved by households post installation of HH tap connection

Time saved by female HH members against collecting water, post installation of HH tap connections, was reportedly most utilized for spending time with family and children (69 percent).

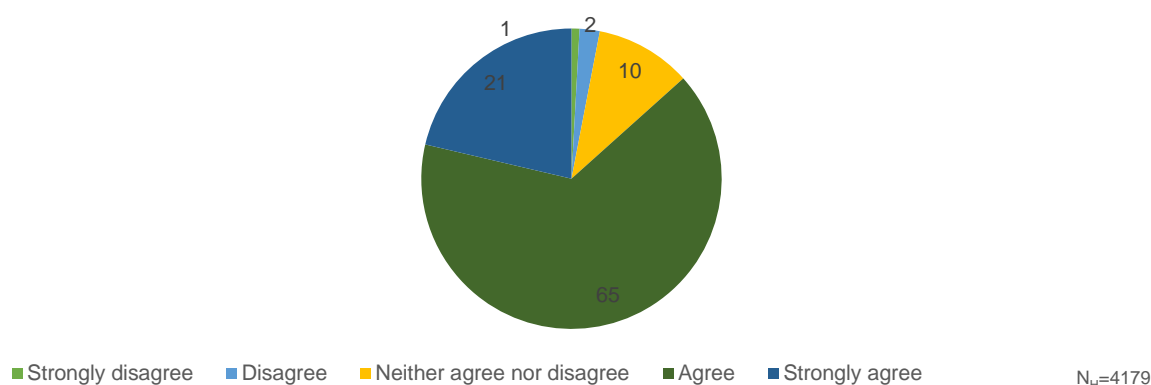
Figure 65: Utilization of time saved by households post installation of HH tap connection



### F. Change in social status

Sense of pride and positive change in social status was reportedly realized by 21 percent of HHs post the installation of HH tap connections.

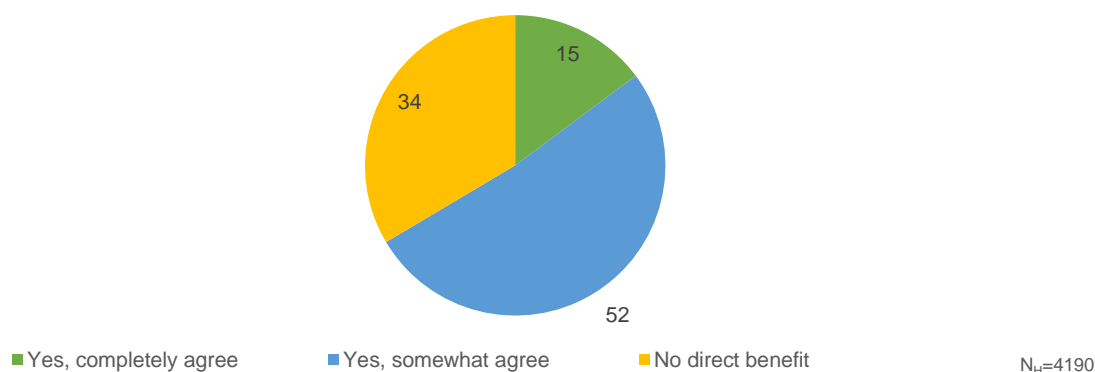
Figure 66: Households reported to have a positive change in social status



### G. Direct benefits in terms of income due to FHTC






Across the state, 15 percent of sampled HHs reported being in complete agreement that there had been direct benefits on their HH income since the installation of HH tap connection, while 52 percent HHs reported being in partial agreement against the same.

Figure 67: Households reported to have received direct benefits in terms of income due to FHTC





### 3.11. User satisfaction

Table No. 6: User satisfaction - more than 75% happy with FHTC services			
S. No.	Parameter (N <sub>h</sub> =4190)		In %
1	Regularity		91.4
2	Overall quality		93.0
3	Colour		94.8
4	Taste		93.4
5	Odour		94.6

**Note:**

Base (N<sub>v</sub>)=324 means all villages sampled and covered in Meghalaya state

Base (N<sub>H</sub>)=4179 means all households sampled and covered across the 324 villages in Meghalaya state

Base (N<sub>H</sub>)=3958 means all households sampled where water sample be collected across the 324 villages in Meghalaya state

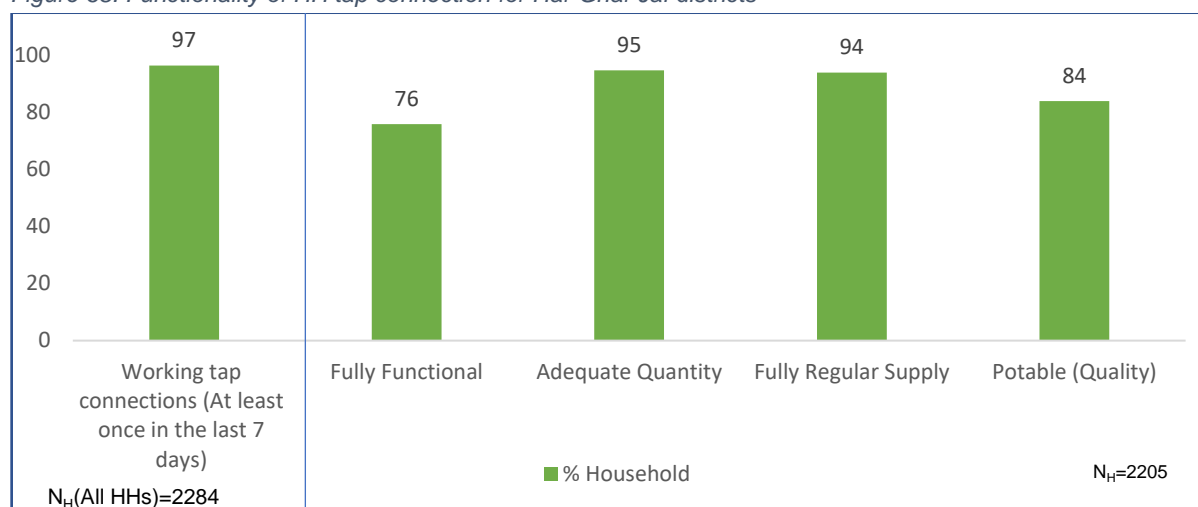
Base (N<sub>H</sub>)=2741 means all households sampled where female members used to fetch water before HH tap connection

Base (N<sub>H</sub>)=16 means all households sampled that had adolescent girls as one of HH members

## 4. Functionality status of FHTC at household level for Har Ghar Jal districts

### 4.1. Overall Functionality (in %)

Figure 68: Functionality of HH tap connection for Har Ghar Jal districts



\* Fully Functional has been computed as = Adequate Quantity  $\cap$  Fully Regular Supply  $\cap$  Potable (Quality)

Please note: For Har Ghar Jal district, N<sub>H</sub>=2205 implies all HHs where water was found on the day of the survey.

It has been found that 97 percent of the sampled HHs (N=2205) had working tap connections. 76 percent HHs in the state were found to have fully functional HH tap water connection. Moreover, more than 9 out of 10 households (95 percent) received adequate quantity ( $\geq 55$  LPCD) of water supply and more than 9 out of 10 received regular supply (94 percent) of water. The on-site testing and lab test results of the water indicates that more than 8 out of 10 (84%) sampled households in the state receive potable water.

Table No. 7: Quantity, Regularity, and Quality of FHTC for aspirational districts (%HH)						
S. No.	District	Working tap connections (HHs which received water through FHTC at least once in the last 7 days) (% HH)	Fully functional (% HH)	Adequate Quantity (% HH)	Full Regular Supply (% HH)	Potable (Quality) (% HH)
1.	Ri Bhoi	81	74	89	94	87
2.	West Garo Hills	91	85	98	98	89
3.	South West Khasi Hills	95	79	87	96	94
4.	<b>MEGHALAYA</b>	<b>97</b>	<b>76</b>	<b>95</b>	<b>94</b>	<b>84</b>
5.	South West Garo Hills	100	95	96	99	100
6.	South Garo Hills	100	33	98	93	41
7.	West Jaintia Hills	100	79	87	99	92
8.	East Jaintia Hills	100	96	99	97	100
9.	East Khasi Hills	100	66	95	99	70
10.	West Khasi Hills	100	89	100	99	90
11.	North Garo Hills	100	43	74	44	76
12.	East Garo Hills	100	82	99	88	91

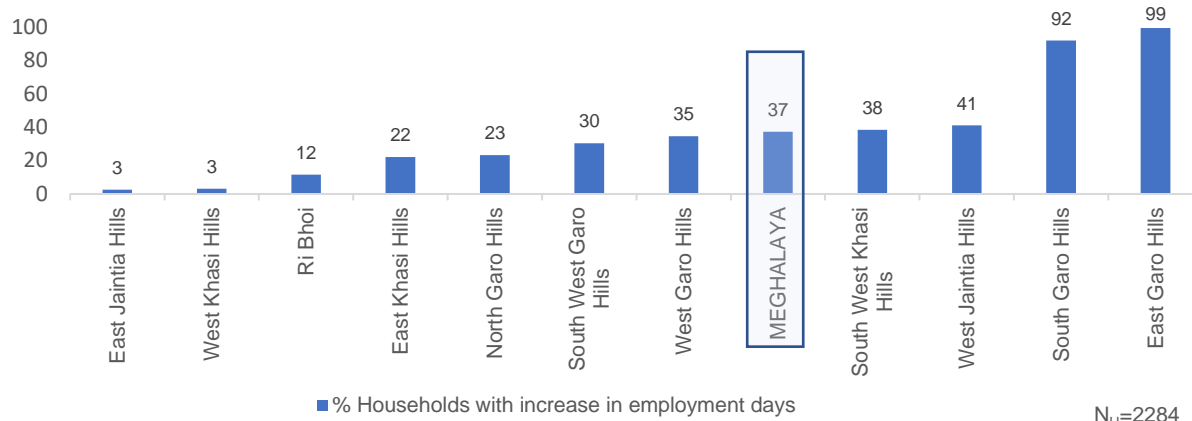
# Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical, and bacteriological as given in Table 5 parameters (within acceptable/ permissible range) and onsite testing of pH. The details of laboratory test are mentioned in the table given above in the glossary.

## 4.2. Perception of HHs from Har-Ghar-Jal villages on Outcome Indicators

### A. Change in employment days since FHTC programmes/ schemes

Across the state, more than one-third (37 percent) of the sampled households reported that employment days increased since the installation of FHTC.

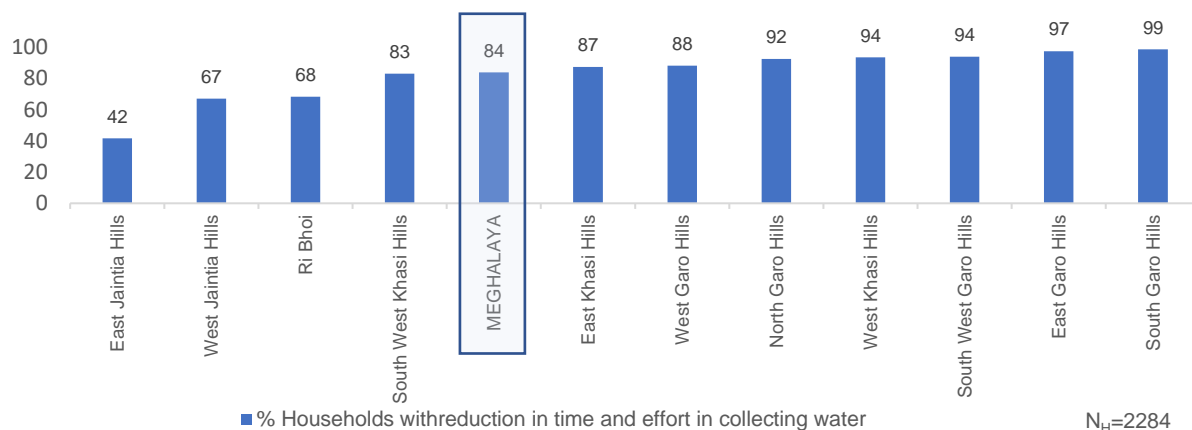
Figure 69: Household reported a change in employment days since FHTC programmes /schemes in Har Ghar Jal districts



### B. Reduction in time and effort in collecting water

Similarly, about 84 percent of the sampled households also reported that the effort and time in collecting water reduced after installation of FHTC.

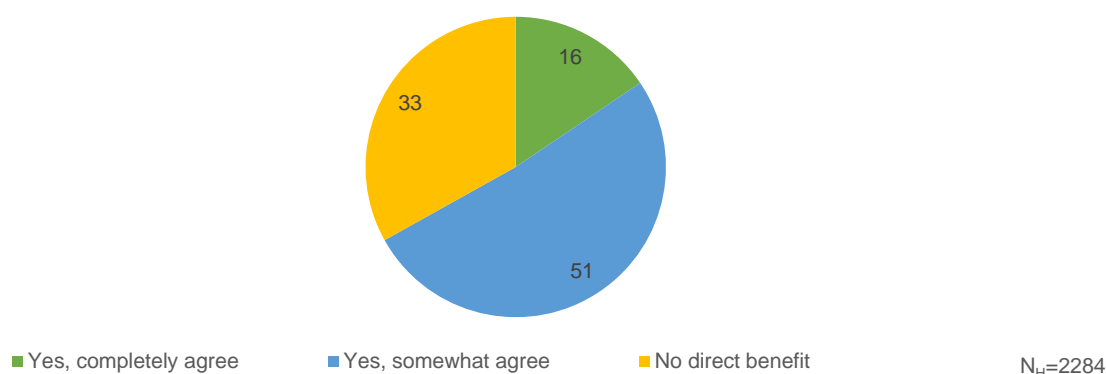
Figure 70: Households reported reduction in time and effort in collecting water in Har Ghar Jal districts



### 4.3. Direct benefits in terms of income due to FHTC

Across the nation, 16 percent of sampled HHs from HGJ villages reported being in complete agreement that there had been direct benefits on their HH income since the installation of HH tap connection, while 51 percent reported being in partial agreement against the same.

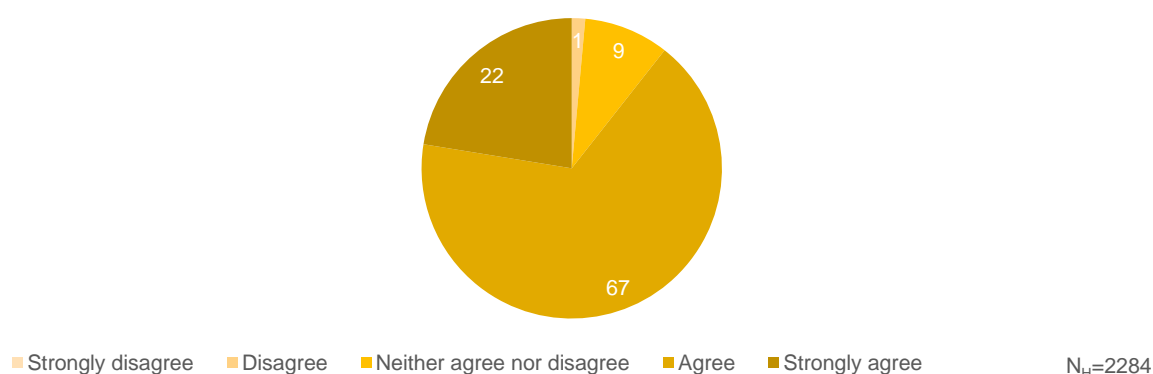
Figure 71: Households reported to have received direct benefits in terms of income due to FHTC in Har Ghar Jal districts



### 4.4. Change in social status

Almost nine out of ten of the households felt HH tap connection earned them more respect, feeling of pride and brought a positive change in their social status.

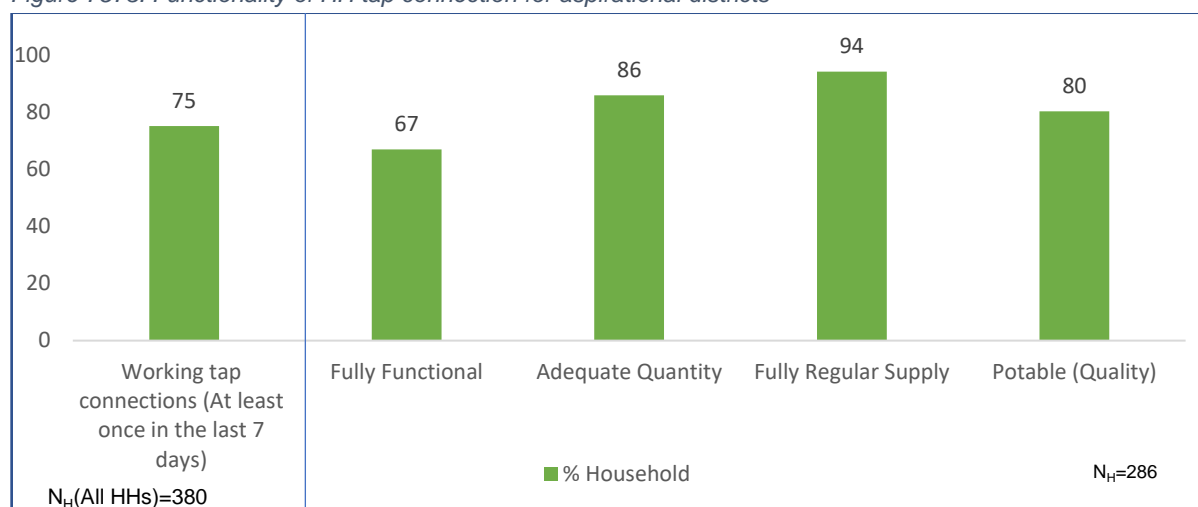
Figure 72: Households reported to have a positive change in social status in Har Ghar Jal districts



## 5. Functionality status of FHTC at household level for Aspirational districts

### 5.1. Overall Functionality (in %)

Figure 7573: Functionality of HH tap connection for aspirational districts



\* Fully Functional has been computed as = Adequate Quantity  $\cap$  Fully Regular Supply  $\cap$  Potable (Quality)

Please note: For aspirational district, N<sub>H</sub>=286 implies all HHs where water was found on the day of the survey.

It has been found that 75 percent of the sampled HHs (N=380) had working tap connections. 67 percent HHs in the state were found to have fully functional HH tap water connection. Moreover, more than 4 out of 5 households (86 percent) received adequate quantity ( $\geq 55$  LPCD) of water supply and more than 9 out of 10 received regular supply (94 percent) of water. The on-site testing and lab test results of the water indicates that 8 out of 10 (80%) sampled households in the state receive potable water.

Table No. 8: Quantity, Regularity, and Quality of FHTC for aspirational districts (%HH)						
S. No.	District	Working tap connections (HHs which received water through FHTC at least once in the last 7 days) (% HH)	Fully functional (% HH)	Adequate Quantity (% HH)	Full Regular Supply (% HH)	Potable (Quality) (% HH)
1	Ri Bhoi	75	67	86	94	80
2	MEGHALAYA	75	67	86	94	80

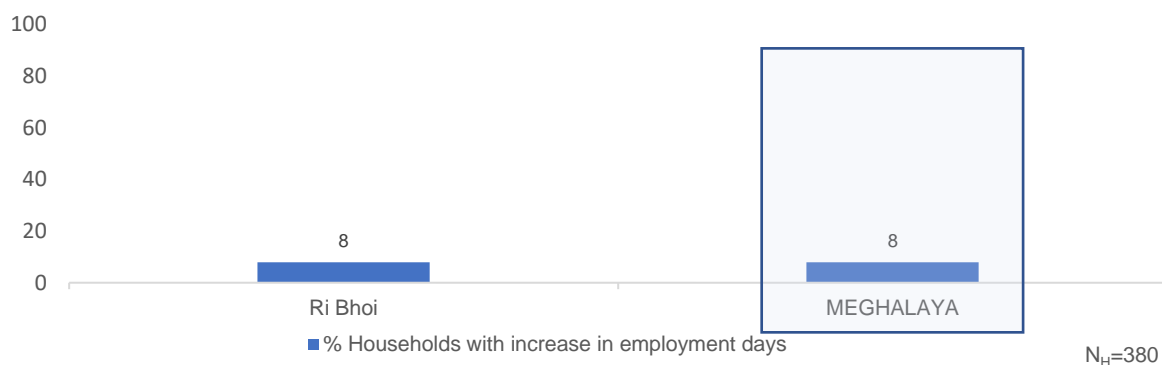
# Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical, and bacteriological as given in Table 5 parameters (within acceptable/ permissible range) and onsite testing of pH. The details of laboratory test are mentioned in the table given above in the glossary.

## 5.2. Perception of HHs from aspirational districts on Outcome Indicators

### A. Change in employment days since FHTC programmes/ schemes

Only around 8 percent of the households in aspirational districts reported increase in employment days since installation of FHTC.

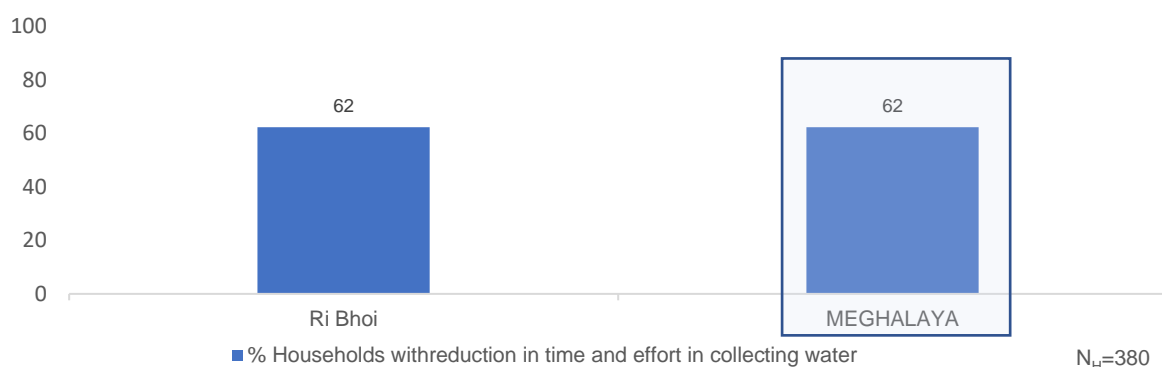
Figure 76: Household reported a change in employment days since FHTC programmes /schemes in Aspirational districts



### B. Reduction in time and effort in collecting water

Only around 62 percent of the households in aspirational districts reported reduction in time and effort in collecting water.

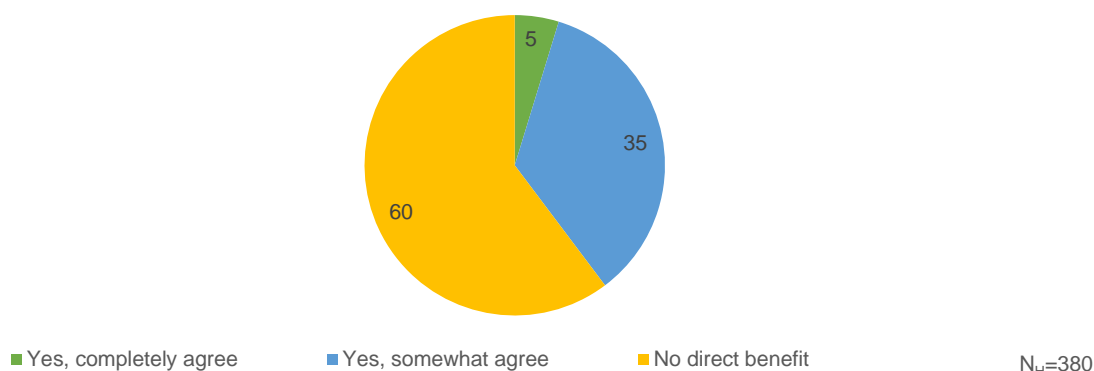
Figure 77: Households reported reduction in time and effort in collecting water in Aspirational districts



### 5.3. Direct benefits in terms of income due to FHTC

Across the state, 5 percent of sampled HHs from aspirational districts reported being in complete agreement that there had been direct benefits on their HH income since the installation of HH tap connection, while 35 percent reported being in partial agreement against the same.

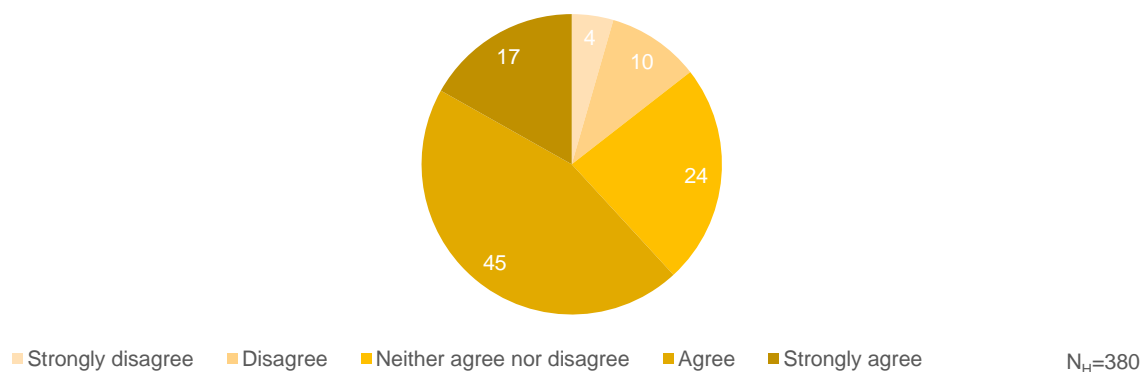
Figure 78: Households reported to have received direct benefits in terms of income due to FHTC in Aspirational districts



### 5.4. Change in social status

Almost two-third of the households in aspirational districts felt HH tap connection earned them more respect, feeling of pride and brought a positive change in their social status.

Figure 79: Households reported to have a positive change in social status in Aspirational districts



## 6. Annexure

<b>Table No. 9: List of replaced villages</b>				
<b>S. No.</b>	<b>District Name</b>	<b>Village Name</b>	<b>Status of the Scheme (No Scheme/Replaced &amp; Defunct)</b>	<b>Remarks</b>
1	West Khasi Hills	Nongpriang	No Scheme	No Scheme present in the sampled village, hence replaced with Village- Mawsnar Umthor & Nonglyer. Scheme found to be functional in replacement village
2	West Khasi Hills	Nongkdait	No Scheme	No Scheme present in the sampled village, hence replaced with Village- Urkali. Scheme found to be functional in replacement village
3	West Khasi Hills	Nongma	No Scheme	No Scheme present in the sampled village, hence replaced with Village- Riwiang. Scheme found to be functional in replacement village
4	West Khasi Hills	Laitdambah	No Scheme	No Scheme present in the sampled village, hence replaced with Village- Nonglang. Scheme found to be functional in replacement village
5	West Khasi Hills	Kynshi Lawdihshit	No Scheme	No Scheme present in the sampled village, hence replaced with Village- Ramkynshi. Scheme found to be functional in replacement village