

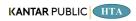
Functionality Assessment of Household Tap Connection under National Jal Jeevan Mission - 2022



STATE REPORT: MIZORAM SURVEY DURATION: MARCH TO APRIL 2022

## Contents

| Abbı | reviations   | 2  |
|------|--|----|
| Glos | ssary  | 3  |
| Exec | cutive Summary   | 5  |
| 1.   | State Factsheet  | 8  |
| 2.   | Context  | 10 |
| 2.1. | State snapshot: Mizoram  | 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 | 9. 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                                 | 19 |
| 3.3. | Operation and Maintenance (O&M) of schemes at village level                | 26 |
| 3.4. | Utilization of water at HHs for drinking and other activities              | 28 |
| 3.5. | Source sustainability at the village level                                 | 32 |
| 3.6. | Water quality monitoring and surveillance in the villages                  | 33 |
| 3.7. | Management of water service delivery at village level                      | 36 |
| 3.8. | Status of Operation & Maintenance  |    |
| 3.9. | Status of service delivery related grievances and redressal                | 40 |
| 3.10 | Perception of HHs on Outcome Indicators                                    | 43 |
| 3.11 | . User satisfaction  | 45 |
| 4.   | Functionality status of FHTC at household level for aspirational districts | 46 |
| 4.1. | Overall Functionality (in %)   | 46 |
| 4.2. | Perception of HHs from Har-Ghar-Jal villages on Outcome Indicators         | 47 |
| 4.3. | Direct benefits in terms of income due to FHTC                             | 48 |
| 4.4. | Change in social status  | 48 |
| 5.   | Functionality status of FHTC at household level for Aspirational districts | 49 |
| 5.1. | Overall Functionality (in %)   | 49 |
| 5.2. | Perception of HHs from Aspirational districts on Outcome Indicators        | 50 |
| 5.3. | Direct benefits in terms of income due to FHTC                             | 51 |
| 5.4. | Change in social status  | 51 |
| 6.   | Annexure   | 52 |



## Abbreviations

| AWC   | Aanganwadi Centre                               |
|-------|---|
| FHTC  | Functional Household Tap Connection             |
| Gol   | 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
- 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    | >= 55 LPCD               | > 40 lpcd - < 55 LPCD           | < 40 LPCD                   |
| Regularity  | 12 months or daily basis | 9-12 months or < daily<br>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 |   |          |            | Permissible Limit in<br>the absence of<br>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   |
| ٧.  | 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   |
| Х.  | 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 To<br>bacteria and E. coli or the<br>coliform bacteria |          |      |               |  |

- 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
  - a. Mini-solar based piped water supply scheme in isolated/tribal hamlets
  - b. Single Village Scheme (SVS) in villages having adequate groundwater that needs treatment
  - c. 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
  - e. 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, Gol 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 Mizoram lies in the north-eastern part of India and has a population of 10,97,206 people (Census 2011). It has 8 districts and 692 villages, and 392 villages have PWS schemes. The state has achieved the Har Ghar Jal status on 2021. A total of 187 villages, across all districts, and 2918 households were randomly sampled for the survey, and additionally, water samples from 90 public institutions were tested.

In the assessment among sampled villages, 80% of villages have only one scheme, 19% of villages have 2-3 schemes, and 1% of villages have 4 and more schemes. Mostly all schemes across the state were found functional.

At the state level, 99% of the HHs were satisfied with the regularity of the supply, 99% with the quality of the water supplied, 100% with the colour of the water supplied, and 100% with the taste of the supplied tap water.

#### **Overall functionality status of Mizoram**

At the state level, 100% of HHs received water on the day of the survey. While 47% of the HHs were found to have fully functional tap water connections within the premises. Out of which 66% received an adequate quantity of water, 79% reported receiving a fully regular supply of water, and 94% HHs received potable water.

It was found that 26% of households received water all 7 days a week and 12% received at least 3 to 4 days, while 57% of the HHs received water once a week. The average duration of water supply across the state was reported to be 2 hours per day.

In Mizoram, 3% of the villages have reported that water is directly supplied to the households and the remaining 97% 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 Mizoram, 3031 samples of water were submitted, and 2444 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 AWC (almost 9%), wherein there is a possibility of additional chlorine being added locally for the purification of water. Even if 91% 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 2947 HHs sampled for the FHTC assessment, a water quality test was carried out in 2946 due to the non-availability of water in 1 HH on the day of the survey. pH was found within the acceptable limit in 100% of households. Among the public institution, pH was found in the acceptable limit of 100% in AWC, HF, and Schools.

48% of villages in the state reported having available field test kits. And almost half 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 56% of villages in the state reported having a VWSC or a Pani Samiti out of which 13% of the VWSC/Pani Samitis reported to have more than 50% female members. In the state, 12% of villages reported that VWSC/ Pani Samiti is responsible for the operation and maintenance of pipe water supply.

30% of villages reported having identified skilled manpower for O&M of PWS schemes. 1% of villages in the state reported having faced challenges with respect to O&M of PWS schemes.

53% of HHs reported that they are aware of any grievance redressal mechanism w.r.t. HH tap water through PWS, but only 1% HHs have reported a complaint in the last year and only 1% of complaints have been resolved. Among those who reported complaints (i.e., 1% HHs, 29 HHs), 45% of the HHs reported their complaints to the VWSC/Pani Samiti besides other reporting channels.

Overall, 77% of villages in the state levy charge for water service delivery to households whereas 89% HHs reported paying water service delivery charges at the households.

94% of HHs reported that their daily requirement of water was being met by HH tap connections.

Overall, 95% 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, 20% HHs reported using booster pumps to maximize the water flow through their piped water connections.

It was found that 10% of the villages have schemes that are based on groundwater sources, while 49% on surface water sources.

Age-wise functionality of the schemes indicates improvement in 'always functional' schemes and no change in the 'non-functional scheme' in the state since 2012. Increase in a fully functional scheme was recorded from 2012 to 2013-18. In 2019 and later the trend reversed,



however, 72% of schemes have been reported to be always functional and 1% as partially functional (i.e., a total of 73% of schemes).

#### Impact of JJM

Across the state, no HHs reported having an incidence(s) of water-borne diseases in the last year.

Since having a functional HH tap connection, 25% HHs across the state have reported that there has been a change in the no. of employment days of the adult HH members while 50% HHs reported no change.

Out of the HHs reported (i.e., 2855) that female members used to fetch water before HH tap connection, 72% reported that post-installation of HH tap connection helped reduce of time and effort in collection of water.

Across the state, 4% of the HHs reported that since having a functional HH tap connection the attendance of the girls going to schools has increased, while 52% 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, 100% of households received water on the day of the survey. While 49% of the households were found to have fully functional tap connections. Out of which 71% received an adequate quantity of water, almost three-fourth reported receiving a fully regular supply of water and 94% received potable water.

Since having a functional HH tap connection, 20% 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, 72% reported that post-installation of HH tap connection helped reduce time and effort in collecting water. Across the Har Ghar Jal districts, 41% 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, 100% of households received water on the day of the survey. While 41% of the households were found to have fully functional tap connections. Out of which 76% received an adequate quantity of water, more than half (55%) reported receiving a fully regular supply of water and 92% received potable water.

Since having a functional HH tap connection, 1% 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, 79% reported that post-installation of HH tap connection helped reduce time and effort in collecting water. Across the aspirational district, 51% 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 | Mizoram |
|---|-------|---------|
| Working tap connections- HHs which received water through tap connection at least once in last 7 days (%) | 86    | 100     |
| Quantity <sup>1</sup> of water received by households   |       |         |
| Adequate quantity (>55 LPCD) (%)  | 85    | 66      |
| Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)   | 5     | 10      |
| Inadequate quantity (<40 LPCD) (%)  | 10    | 24      |
| Regularity <sup>2</sup> of water received by households   |       |         |
| Fully Regular Supply (as per schedule) (%)  | 80    | 79      |
| Partially Regular Supply (not as per schedule) (%)  | 14    | 20      |
| Irregular Supply (less than 9 months' supply) (%)   | 6     | 1       |
| Potable <sup>3</sup> (Quality) water received by households (%)   | 87    | 94      |
| Overall functionality <sup>4</sup> (%)  | 62    | 47      |

| Service delivery parameters  | India | Mizoram |
|--|-------|---------|
| Overall user satisfaction on regularity at the household level (%)                         | 83    | 99      |
| Overall user satisfaction on quality at the household level (%)                            | 82    | 99      |
| Households receiving water supply daily-7 days a week (%)                                  | 74    | 26      |
| Daily HH requirement of water being met by FHTC (%)  | 80    | 94      |
| Households paying water service delivery charges (%)                                       | 35    | 89      |
| Households aware of grievance redressal mechanism (%)                                      | 71    | 53      |
| Households reported a reduction in time and effort in collecting water (%)                 | 79    | 72      |
| Average no. of times water is supplied in a day  | 1     | 1       |
| Households reported incidence of water-borne diseases in the last year (%)                 | 2     | 0       |
| Households purifying water before drinking (%)   | 57    | 67      |
| Residual Chlorine (RCL) detected with in permissible limits (%)                            | 24    | 2       |
| Villages with Field Test Kits (%)  | 30    | 48      |
| Villages in which bacteriological test was done in last 1 year by VWSC/ Pani<br>Samiti (%) | 29    | 29      |
| Villages reported to have a mechanism for chlorination (%)                                 | 21    | 3       |

| Institutional arrangement   | India | Mizoram |
|---|-------|---------|
| Village reported having presence of VWSC/ Pani Samiti (%)   | 38    | 56      |
| Villages in which VWSC/ Pani Samiti is responsible for Operation & Maintenance of PWS schemes (%) | 14    | 12      |
| Villages in which persons are trained to use Field Test Kits (%)                                  | 31    | 50      |
| Villages levying water service delivery to households (%)   | 34    | 77      |
| Villages having skilled manpower for Operation & Maintenance of PWS schemes (%)                   | 31    | 30      |
| Community monitoring of water wastage in villages (%)   | 19    | 24      |
| Villages in which signages about JJM were observed (%)  | 15    | 21      |

 <sup>&</sup>lt;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 | Mizoram |
|---|-------|---------|
| Working tap connections- HHs which received water through tap connection at least once in last 7 days (%) | 91    | 100     |
| Quantity of water received by households  |       |         |
| Adequate quantity (>55 LPCD) (%)  | 88    | 71      |
| Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)   | 4     | 10      |
| Inadequate quantity (<40 LPCD) (%)  | 8     | 19      |
| Regularity of water received by households  |       |         |
| Fully Regular Supply (as per schedule) (%)  | 84    | 75      |
| Partially Regular Supply (not as per schedule) (%)  | 11    | 25      |
| Irregular Supply (less than 9 months' supply) (%)   | 5     | 0       |
| Potable (Quality) water received by households (%)  | 90    | 94      |
| Overall functionality (%)   | 69    | 49      |

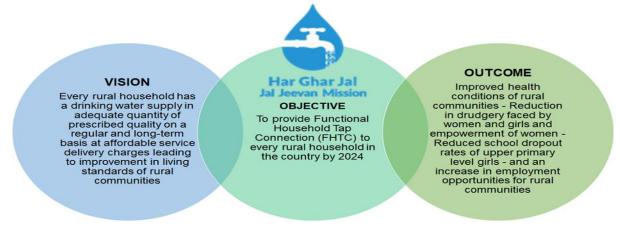
| Functionality status of tap connection at households in Aspirational Districts                            | India | Mizoram |
|---|-------|---------|
| Working tap connections- HHs which received water through tap connection at least once in last 7 days (%) | 78    | 100     |
| Quantity of water received by households  |       |         |
| Adequate quantity (>55 LPCD) (%)  | 85    | 76      |
| Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)   | 5     | 7       |
| Inadequate quantity (<40 LPCD) (%)  | 10    | 17      |
| Regularity of water received by households  |       |         |
| Fully Regular Supply (as per schedule) (%)  | 77    | 55      |
| Partially Regular Supply (not as per schedule) (%)  | 14    | 45      |
| Irregular Supply (less than 9 months' supply) (%)   | 9     | 0       |
| Potable (Quality) water received by households (%)  | 88    | 92      |
| Overall functionality (%)   | 62    | 41      |



## 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, Gol carried out a sample survey to assess the functionality of household tap connections. As part of this endeavour, NJJM, Gol 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: Mizoram

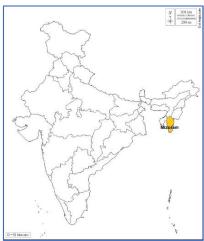
The state of Mizoram lies on the north-eastern part of India and has a population of 10,97,206 people. It has 8 districts and 692 villages where 392 villages have PWS schemes. The state lies on the Eastern Himalayan region and receives an average annual rainfall of about 2483.2mm. Among the villages with PWS schemes, 355 villages (51.30%) 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:**

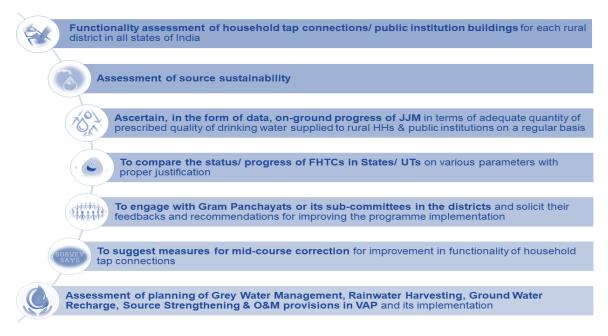
- Not a Har Ghar Jal state.
- No districts are Iron or Fluoride affected
- 355 (51.30% of all) villages with PWS more than 20 FHTC
- 32.38% villages covered under HH tap connections under HGJ





## 2.2. FHTC Assessment Objectives

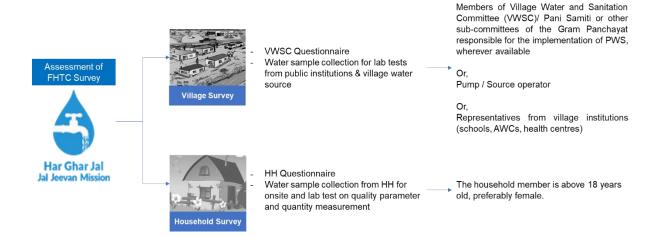
The overall objectives of the FHTC assessment are as presented: *Figure 4: FHTC Assessment Objectives* 



## 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

Respondents Interviewed

- 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

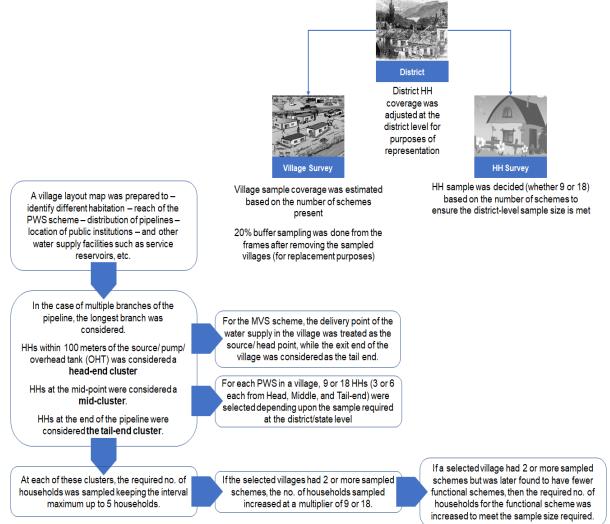
As per the design, all villages having a PWS scheme with 20 or more functional household tap connections were included in the sample frame. The probability proportionate to size (PPS) method was used for village selection in each district. The steps for random selection of villages using PPS are presented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

Figure 6: Steps for Random Sampling of Villages





The key considerations for the village and household sampling were:

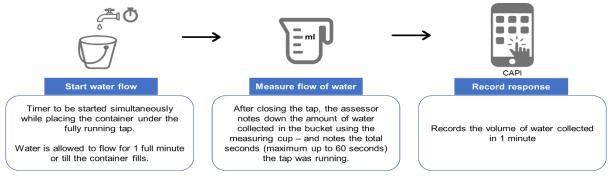


The record of all district-wise village replacements is maintained and reported as part of the annexure.

## 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.

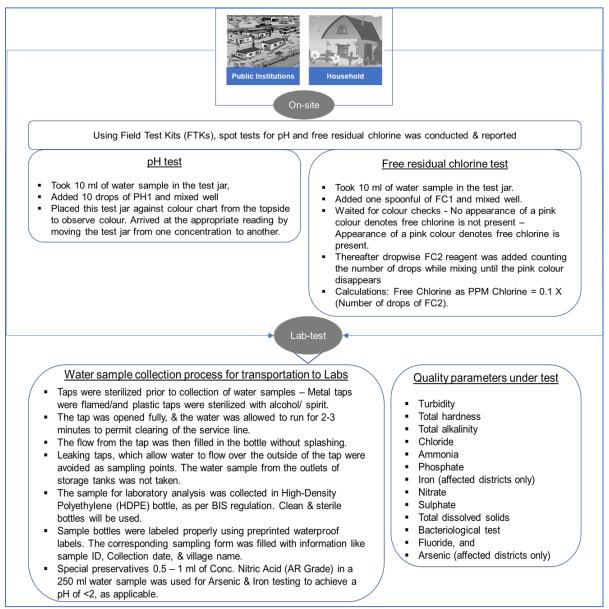
The water flow rate was not measured for village-level public institutions.

### 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:

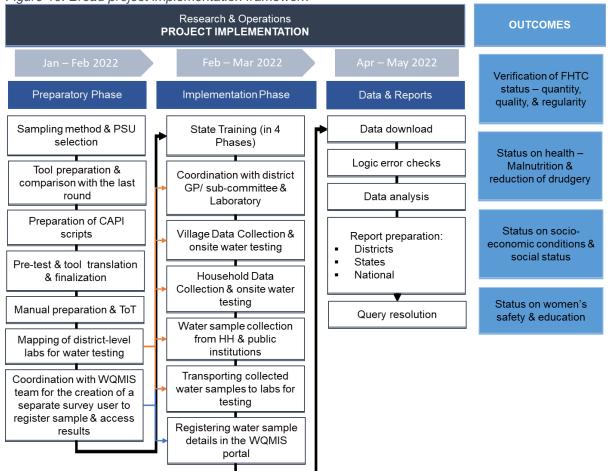


Figure 10: Broad project implementation framework

A total of 3 teams (comprising 3 supervisors, 18 assessors, and 3 water collection assistants) were recruited, trained, and deployed to complete the survey across the states of Mizoram. One survey team covered approximately 2 - 3 districts. The state-wise team deployment and fieldwork dates were as presented:

| Table No. 1: | Table No. 1: Team deployment and data collection start & end dates |                   |                           |                        |                                  |  |  |  |
|--------------|--|-------------------|---------------------------|------------------------|----------------------------------|--|--|--|
| States       |  | Teams<br>deployed | Start date                | End date               | Total data<br>collection<br>days |  |  |  |
| Mizoram      |  | 3 Teams           | 24 <sup>th</sup> February | 19 <sup>th</sup> April | 26 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 |                 |         |          |                 |         |          |        |  |
|-------------------------------|-----------------|---------|----------|-----------------|---------|----------|--------|--|
|                               | Targeted sample |         |          | Achieved sample |         |          |        |  |
| State                         | District        | Village | HH       | District        | Village | HHs      | Pls    |  |
| India                         | 712             | 13,300  | 3,00,000 | 712             | 13,299  | 3,01,389 | 16,148 |  |
| Mizoram                       | 8               | 185     | 2,916    | 8               | 187     | 2,918    | 90     |  |

## 2.10. Sampled village and household profile

| SAMPLED VILLAGES  | SAMPLED HOUSEHOLDS   |
|---|--|
| <ul> <li>Total no. of villages covered in the state –<br/>187</li> <li>Percentage of SC dominated villages –</li> </ul>   | <ul> <li>Total no. of households covered in the state –</li> <li>2918 (Respondents: Male 2530 &amp; Female 388)</li> </ul>   |
| <ul> <li>None (while at national level the average is 12.6%)</li> <li>Percentage of ST dominated villages – 100.0% (while at national level the average is 20.2%)</li> <li>Higher proportion of VWSC/Pani Samiti interviewed at the village level</li> <li>7.0% of the villages reported to have any historical incidence of water contamination</li> </ul> | <ul> <li>Proportion of General – 0.0%, SC 4.2%, ST 95.1%, OBC 0.7% households</li> <li>13.3% of the FHTC connections are under the name of a female member</li> <li>Average household size – 5.4</li> <li>100% positive user experience in 5/5 measures</li> </ul> |



## 3. Findings

## 3.1. Functionality status of FHTC at household level **A. Overall Functionality\* (in %)**

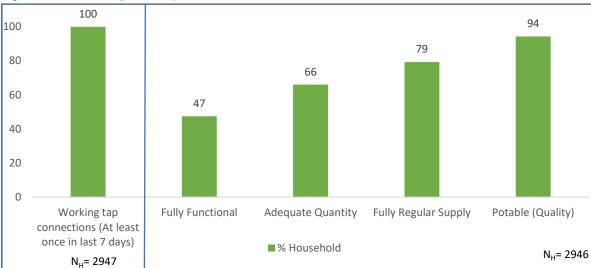


Figure 11: Functionality of HH tap connection

Please note: Henceforth,  $N_{H}$ =2946 implies all HHs where water was found on the day of the survey.

It has been found that almost 100 percent of the sampled HHs (N=2946) had working tap connections. Moreover, more than 3 out of 5 households (66 percent) received adequate quantity (>=55 LPCD) water supply and nearly 4 out of 5 received regular supply 79 percent) of water. The on-site testing and lab test results of the water indicates that more than four-fifth (94%) of the sampled households in the state receive potable water.

Out of the 2947 HHs sampled for the FHTC assessment, water was not available in 1 households on the day of the survey.

| Table No. 3:         Quantity, Regularity, and Quality of FHTC at the district level (%HH)   |   |   |     |  |                            |                                     |                                |
|--|---|---|-----|--|----------------------------|-------------------------------------|--------------------------------|
| S.<br>No.  | District  | Working tap connections<br>(HHs which received<br>water through FHTC at<br>least once in the last 7<br>days) (% HH) |     |  | lequate<br>ntity (%<br>HH) | Full<br>Regular<br>Supply (%<br>HH) | Potable<br>(Quality) (%<br>HH) |
| 1.   | Lunglei   |   | 100 |  | 67                         | 99                                  | 88                             |
| 2.   | MIZORAM   |   | 100 |  | 66                         | 79                                  | 94                             |
| 3.   | Aizawl  |   | 100 |  | 55                         | 87                                  | 95                             |
| 4.   | Serchhip  |   | 100 |  | 70                         | 64                                  | 99                             |
| 5.   | Saiha   |   | 100 |  | 75                         | 99                                  | 100                            |
| 6.   | Mamit   |   | 100 |  | 76                         | 55                                  | 92                             |
| 7.   | Kolasib   |   | 100 |  | 39                         | 96                                  | 99                             |
| 8.   | Champhai  |   | 100 |  | 77                         | 100                                 | 84                             |
| 9.   | Lawngtlai   | 100 70 34 99  |     |  |                            |                                     |                                |
| # 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. |   |   |     |  |                            |                                     |                                |
| J  | JE-AES Affected Aspirational Districts Aspirational & JE-AES Affected |   |     |  |                            | AES Affected                        |                                |



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

District level comparison across the districts indicate that all districts reported 100 percent functionality. The districts of Saiha, Mamit and Champhai FHTC provide more than 55 LPCD of water in more than 75 percent HHs.

More than 95 percent HHs in the districts of Kolasib, Lunglei, Saiha and Champhai reported to regularly receive water through FHTC. Regular supply of water is less than 50 percent in the district of Lawngtlai.

Potability of water was found to be more than 95 percent in the districts of Serchhip, Lawngtlai, Kolasib and Saiha. Whereas in the districts of Champhai and Lungleithe potability of water was found less than 90 percent.

#### B. District wise functionality status





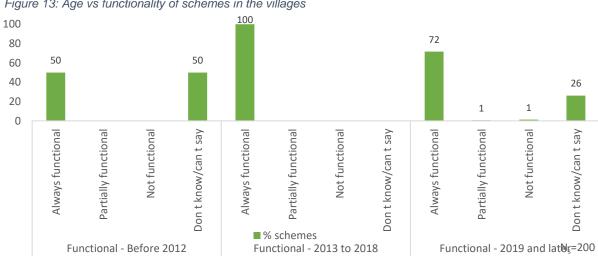
N<sub>H</sub>=2946

\* '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., 2,946 HHs.

47 percent HHs in the state were found to have functional HH tap water connection. Saiha district reported 75 percent functional households in the state, followed by Champhai and Lunglei with more than 50 percent functionality. In the district of Lawngtlai, less than one-fifth of the households have functional HH tap water connection highlighting scope for improved service delivery.

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

More than two-third of the schemes are functional since 2019 which reflects a 22-point increase form 2012 and 28 -point decrease from 2013-2018.



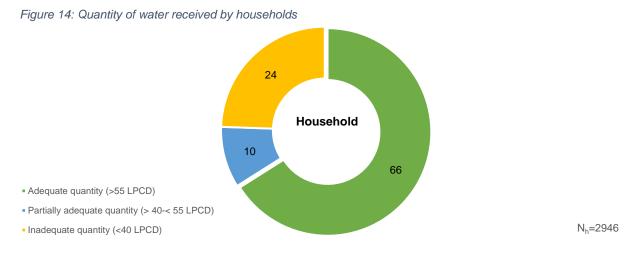


## 3.2. Quantity, Regularity, and Quality of Water

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.

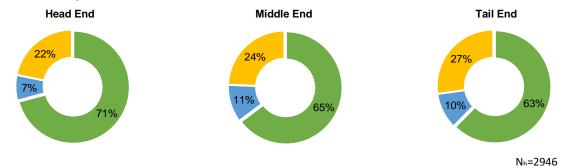
#### A. Water quantity measured as LPCD (Litres per Capita per Day)

66% HHs reported receiving adequate quantity of water (more than 55 LPCD of water)

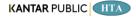


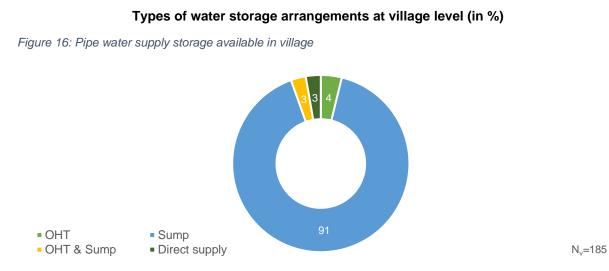
#### Quantity of water received across head, middle, and tail end

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 about two-third (66%) of the sampled households received water in adequate quantity, i.e., greater than or equal to 55 LPCD.





More than 9 out of 10 respondents in the state reported water being stored in sump. And in 4 percent HHs reported water being stored in overhead tanks.

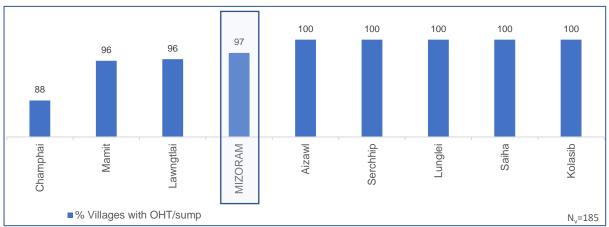


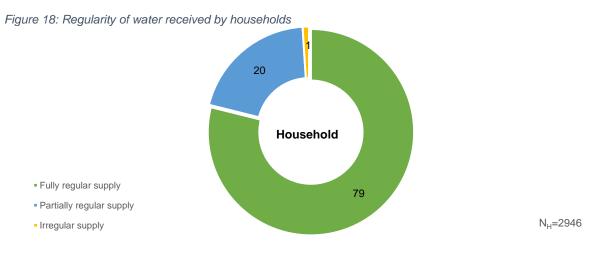
Figure 17: District wise water storage arrangements at village level (% villages with OHT/ Sump)

**97 percent villages** in the state have either an OHT or a sump for storing water for supplying to the households. Aizawl, Serchhip, Lungei, Saiha and Kolasib districts where all the villages have either an OHT or a sump, followed Lawngtlai, Mamit and Champhai where more than 9 out of 10 of the villages have facilities to store water for supplying to the households.



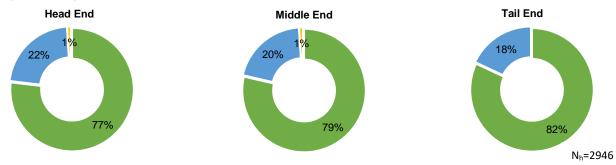
#### B. Regularity of water supply to households

79% HHs receive a regular supply of water (as per agreed schedule).



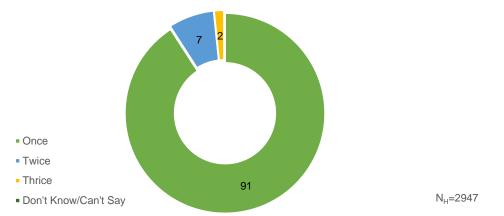
#### Regularity of water received across head, mid, and tail end

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



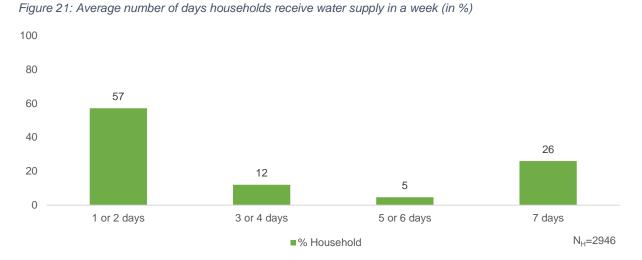
Water is less regularly available at the head-end households of the PWS in comparison to the tail end.

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



HHs in **91% of districts** receive water once a day. The average duration of water supply across the state was reported to be **2 hours per day.** 



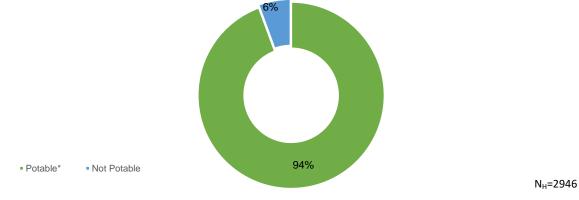


#### Average water supply days in a week to households

26 percent of HHs 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 Mizoram where water was found on the day of the survey, the potability of water was found to be 94%.



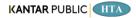
| Quality Parameters (N <sub>v</sub> =363) | Water Samples Tested from Public Institutes |                 |         |        |  |  |
|--|---|-----------------|---------|--------|--|--|
|  | Anganwadi<br>Centre                         | Health Facility | Schools | Others |  |  |
| pH (on-site)                             | 100   | 100             | 100     | 100    |  |  |
| Turbidity                                | 95  | 100             | 71      |        |  |  |
| Total Hardness                           | 100   | 100             | 100     |        |  |  |
| Total Alkalinity                         | 100   | 100             | 100     |        |  |  |
| Chloride                                 | 100   | 100             | 100     |        |  |  |
| Ammonia                                  | Not Tested                                  |                 |         |        |  |  |
| Iron                                     | No History                                  |                 |         |        |  |  |
| Nitrate                                  | No History                                  |                 |         |        |  |  |
| Sulphate                                 | Not Tested                                  |                 |         |        |  |  |
| Total Dissolved Solids                   | 100   | 100             | 100     |        |  |  |
| Bacteriological Test (Absence)           | 79  | 100             | 80      |        |  |  |
| Fluoride                                 | No History                                  |                 |         |        |  |  |
| Arsenic                                  | No History                                  |                 |         |        |  |  |

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

## 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=2946). 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<br>tested | % Samples within<br>permissible range |  |  |  |  |
|--------------------------------|-------------------------------|---------------------------------------|--|--|--|--|
| pH (on-site)                   | 2946                          | 100                                   |  |  |  |  |
| Turbidity                      | 1939                          | 98                                    |  |  |  |  |
| Total Hardness                 | 2394                          | 100                                   |  |  |  |  |
| Total Alkalinity               | 2225                          | 100                                   |  |  |  |  |
| Chloride                       | 1678                          | 100                                   |  |  |  |  |
| Ammonia                        | Not                           | Not Tested                            |  |  |  |  |
| Iron                           | Nol                           | No History                            |  |  |  |  |
| Nitrate                        | Not                           | Not Tested                            |  |  |  |  |
| Sulphate                       | Not                           | Not Tested                            |  |  |  |  |
| Total Dissolved Solids         | 2100                          | 100                                   |  |  |  |  |
| Bacteriological Test (Absence) | 1483                          | 91                                    |  |  |  |  |
| Fluoride                       | Nol                           | No History                            |  |  |  |  |
| Arsenic                        | Nol                           | No History                            |  |  |  |  |



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

The Residual Chlorine (RC) in the state of Mizoram was found in 2% samples. No samples were having RC outside range whereas 98% samples, had no RC. 91% of water samples passed the bacteriological contamination test. While in 9% samples bacteriological contamination is found, out of which no samples had chlorine in permissible range while in 9% samples there was no chlorination and in no samples had RC 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 6 water quality parameters. 3031 water samples were submitted, and 2444 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.

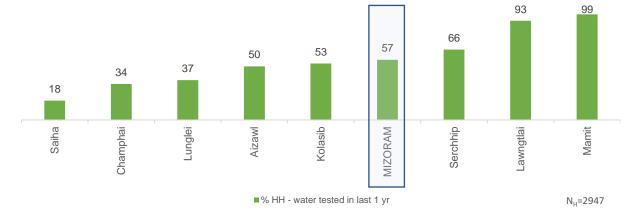
| Table     | Table No. 6:   Performance of Labs |                  |                |                   |                    |   |  |
|-----------|------------------------------------|------------------|----------------|-------------------|--------------------|---|--|
| SI.<br>No | District                           | Lab<br>available | HH<br>surveyed | Samples submitted | Report<br>received | Overall lab experience  |  |
| 1         | Aizawl                             | Yes              | 373            | 391               | 244                | The labs did not have any<br>issue with testing the number<br>of water samples submitted<br>nor had any issues with<br>human resource, reagents etc |  |
| 2         | Serchhip                           | Yes              | 351            | 351               | 348                | The labs did not have any<br>issue with testing the number<br>of water samples submitted<br>nor had any issues with<br>human resource, reagents etc |  |
| 3         | Lunglei                            | Yes              | 398            | 428               | 242                | The labs did not have any<br>issue with testing the number<br>of water samples submitted<br>nor had any issues with<br>human resource, reagents etc |  |
| 4         | Saiha                              | Yes              | 342            | 347               | 335                | The labs did not have any<br>issue with testing the number<br>of water samples submitted<br>nor had any issues with<br>human resource, reagents etc |  |
| 5         | Mamit                              | Yes              | 373            | 376               | 261                | The labs did not have any<br>issue with testing the number<br>of water samples submitted<br>nor had any issues with<br>human resource, reagents etc |  |
| 6         | Kolasib                            | Yes              | 371            | 380               | 377                | The labs did not have any<br>issue with testing the number<br>of water samples submitted<br>nor had any issues with<br>human resource, reagents etc |  |



| Table     | Table No. 6:   Performance of Labs |                  |                |                   |                 |   |  |  |
|-----------|------------------------------------|------------------|----------------|-------------------|-----------------|---|--|--|
| SI.<br>No | District                           | Lab<br>available | HH<br>surveyed | Samples submitted | Report received | Overall lab experience  |  |  |
| 7         | Champhai                           | Yes              | 370            | 388               | 350             | The labs did not have any<br>issue with testing the number<br>of water samples submitted<br>nor had any issues with<br>human resource, reagents etc |  |  |
| 8         | Lawngtlai                          | Yes              | 369            | 370               | 287             | The labs did not have any<br>issue with testing the number<br>of water samples submitted<br>nor had any issues with<br>human resource, reagents etc |  |  |

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

57% of HHs reported that their HH tap-water was collected and tested in the last one year.



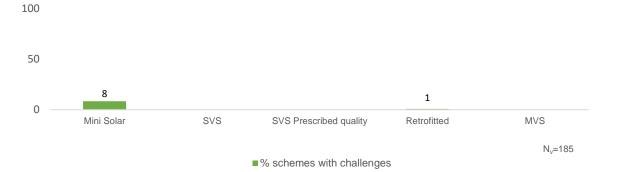


## 3.3. Operation and Maintenance (O&M) of schemes at village level

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

Figure 23: Schemes reported to have faced challenge in village

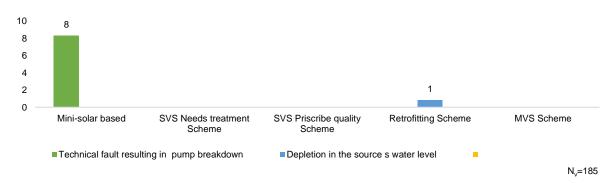
The mini solar faced the most challenges (8%) in comparison to the other schemes in the state



#### Type of challenge faced by the schemes

The most faced problem varied from one scheme to another. However, 'technical fault resulting in pump breakdown, and 'depletion in the sources water level' were some problems that was found in few schemes.

Figure 24: Type of challenge faced by the schemes



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

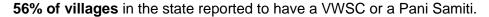




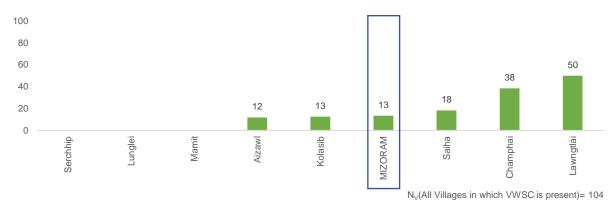
Figure 25: Villages where VWSC/ Pani Samiti is present



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

## **13% of villages** in the state reported to have a VWSC or a Pani Samiti with more than 50% members as females.

Figure 26: VWSC/ Pani Samiti with more than 50 percent female members



#### C. VWSC Meetings in last one year

Across the villages in the state, that reported to have VWSC/Pani Samitis (104 villages), more than four meetings in last one year was reported the most (51%).

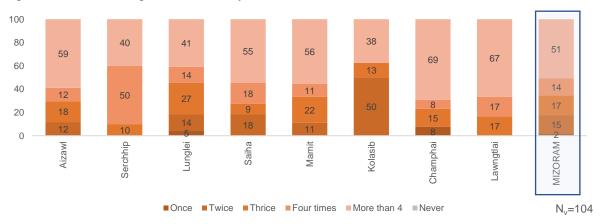
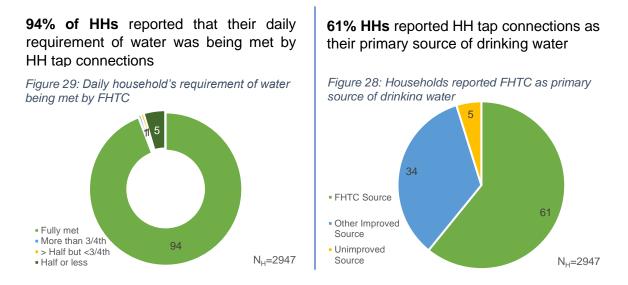


Figure 27: VWSC meetings held in last one year



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



More than 9 out of 10 (94%) HHs reported their daily requirement of water being fully met by the HH tap connections. And 61 percent HHs reported used household tap connection for drinking water (primary source). About 34 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, **95% of HHs** reported using improved primary source of drinking water, out of which **61% of HHs** reported HH tap water as their primary source.

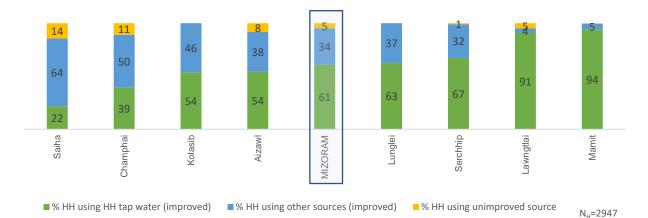
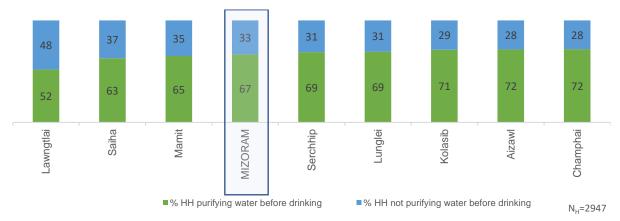


Figure 30: District wise distribution of household's reported FHTC as primary source of drinking water



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

Practice of purifying water before drinking was reported the most in Champhai and Aizwal (72%) where 39% and 54%, respectively, HHs reported using HH tap water as primary drinking water source, while the least was reported in Lawngtlai (52%) where 91% HHs reported using HH tap water as a primary drinking water source.





#### B. Households paying water service delivery charges

In Mizoram, around 89% of the sampled households were found to be paying service delivery charges, Saiha being the district with the highest percentage of such households (100%) and Kolasib being the district in which households reported paying least (71%) water service delivery charges.







#### C. Storage mechanism used by households

Overall, 99 % households in Mizoram were found to use some mechanism to store water in the household.

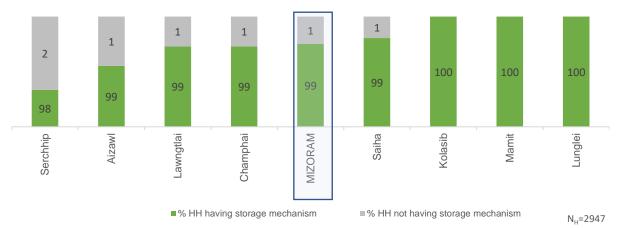
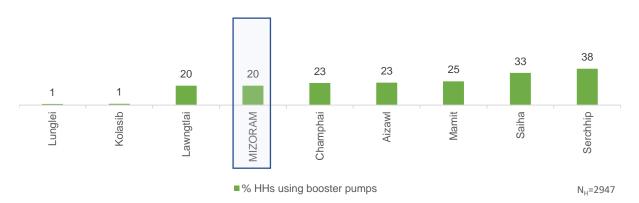


Figure 33: Households reported using some storage mechanism

#### D. Households using booster pumps

Overall, **20% HHs** reported using booster pumps to maximize the water flow through their piped water connections. Serchhip reported 38% of HHs using booster pump in the state while Kolasib and Lunglei reported only 1%

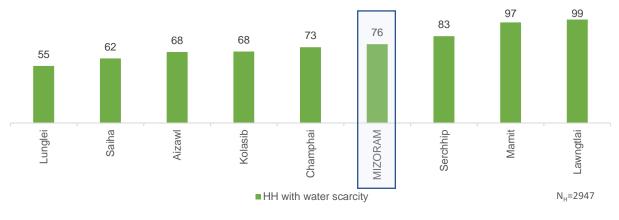
Figure 34: Households reported to use of booster pumps



#### E. Households who faced shortage of water

In the state, 76% HHs faced shortage of water during any time of the year.

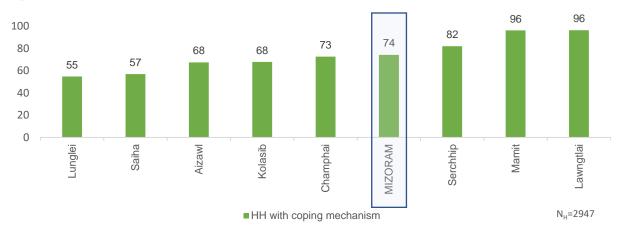
Figure 35:Households who faced water scarcity





# F. Household with a mechanism74% HHs reported having some mechanism to cope with scarcity of water

Figure 36: Households reported to have some mechanism to cope with scarcity of water

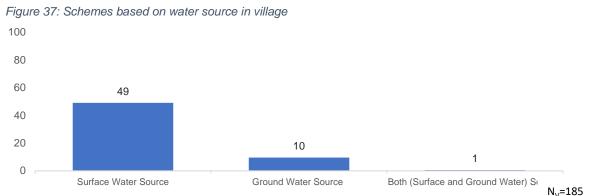




## 3.5. Source sustainability at the village level

#### Schemes based on surface and ground water

**49% of schemes** reported to be based on surface water source while 10% of schemes reported to based of ground water sources



\*'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, **8% villages** reported the presence of groundwater sources like improved dug wells and borewells. Out of which, no villages reported having a recharge structure.

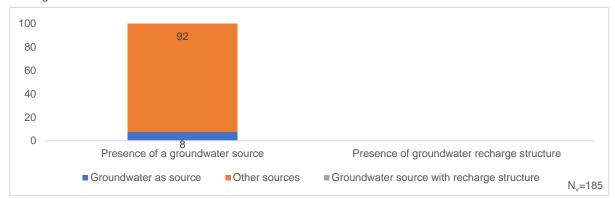


Figure 38: Villages reported the presence of groundwater sources and among those how many reported to have a recharge structure



### 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, 46% villages in the state reported having available field test kits. Lunglei reported 92% villages having available field test kits for water quality testing, while Lawngtlai reported only 12%.

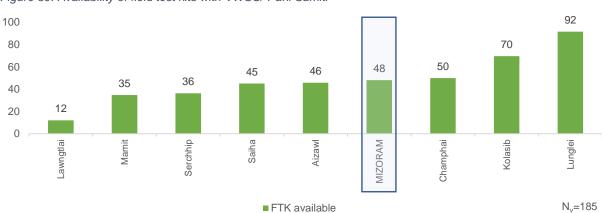


Figure 39: Availability of field test kits with VWSC/ Pani Samiti

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

Overall, **50% 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. Lunglei reported 79% VWSC/Pani Samiti or pump operator trained to use field test kits while Lawngtlei reported 16%.

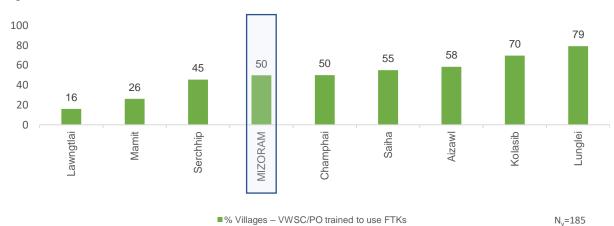
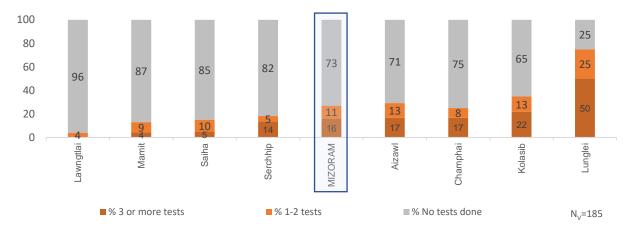


Figure 40: Persons trained to use field test kits

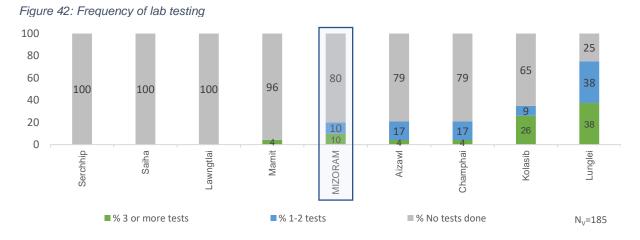


#### C. Water quality management by VWSC: Frequency of testing using FTK

Across the state, about one-fifth of the total sampled villages (16%) 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, Lunglei had the highest proportion of such villages, wherein 50% of its villages reported using FTKs three or more times in last one year. *Figure 41: Frequency of testing using FTK in villages* 







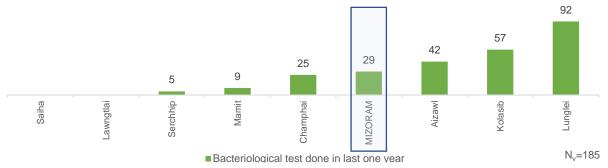
Across the state, one-tenth of the sampled villages (10%) reported that the quality of water (at different points in the respective villages) was checked at least three times through laboratories in last one year. Among the districts, Lunglei had the highest proportion of such villages, wherein 38% of 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, 29% villages in the state reported having bacteriological test done in the last one year.

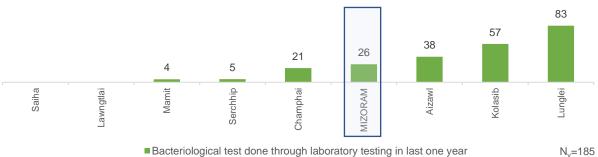
Figure 43: Percent villages in which Bacteriological test was done in the last one year



#### 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 26% of sampled villages. 83 percent of the sampled villages from the district Lunglei reported to have had bacteriological tests done through laboratories in last one year.

Figure 44: Bacteriological test done through laboratory testing in the last one year

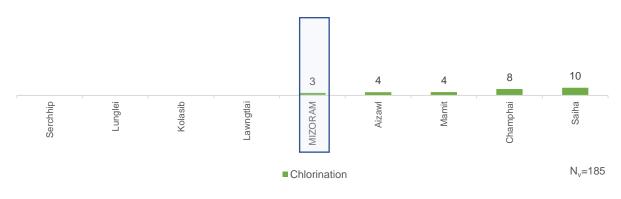


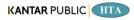
Bacteriological test done through laboratory testing in last one year

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

3% villages reported that there is availability of chlorination mechanism in the village but during onsite testing of water at household level only 2% households tested to have for presence of chlorine.

Figure 45: Villages having a mechanism for chlorination



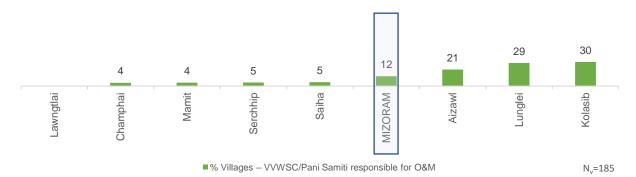


## 3.7. Management of water service delivery at village level

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

In the state, **12% villages** that have VWSC/Pani Samiti reported to be responsible for operation and maintenance of PWS. Lawngtlei district reported that VWSC/Pani Samiti are not responsible for operation and maintenance of PWS.

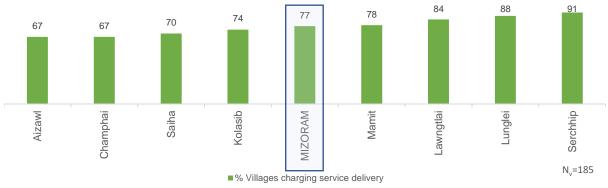
Figure 46: VWSC/Pani Samiti responsibility for O&M of PWS schemes



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

Overall, **77% of villages** in the state levy charge for water service delivery to households whereas **89% HHs** reported paying water service delivery charges at the households.

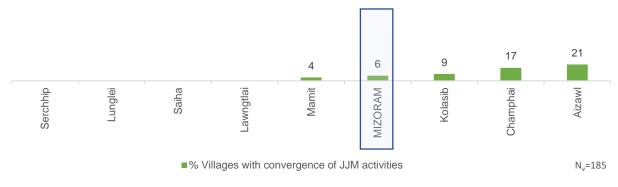
Figure 47: Villages levying water service delivery charges from households



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

In the state, only **6% 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

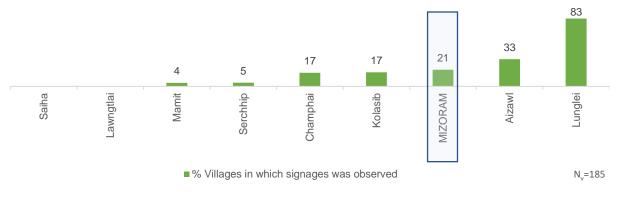




### D. Villages where signages

Signages about JJM were observed in 21% of the sampled villages. District Lunglei had the highest proportion of villages where signages were observed (83%).

Figure 49: Villages in which signages about JJM was observed



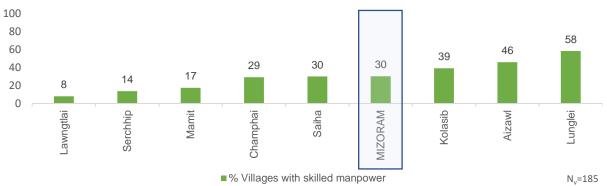


## 3.8. Status of Operation & Maintenance

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

Across the state, **30% villages** in the reported having identified skilled manpower for O&M of PWS schemes, the most reported to be in Lunglei (58%) and the least in Lawngtlai (8%)

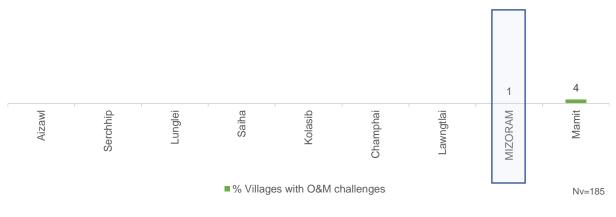
Figure 50: Villages reported having skilled manpower for O&M of PWS schemes



### B. Villages with O&M challenges

In the state, **1% of villages** in the state reported to have faced challenges with respect to O&M of PWS schemes







### C. Details of challenges faced

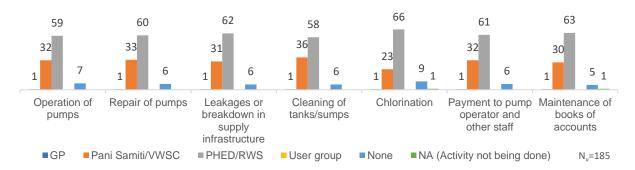
Out of the 1% of villages that had faced challenges with respect to O&M of PWS schemes (1 villages), 'leakage in pipelines' was attributed the most - at 100%.



### 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.

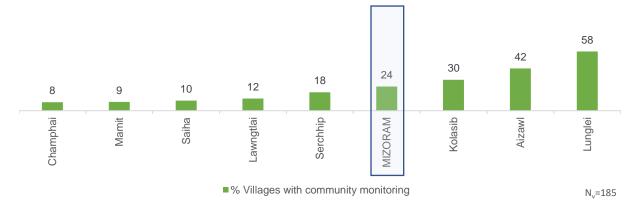
Figure 53: Different bodies responsible for O&M



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

### 24% 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



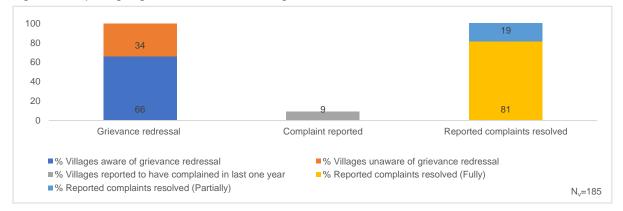


## 3.9. Status of service delivery related grievances and redressal

### A. Village level

### Grievance redressal at village

Figure 55: Reporting of grievance redressal at village level

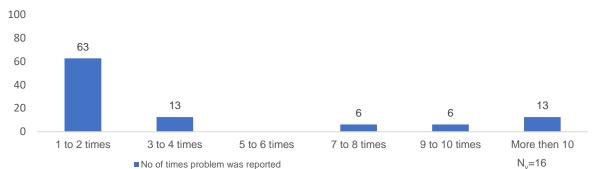


In the state, **66% of villages** reported that they are aware of any grievance redressal mechanism, but only 9% HHs have reported a complaint in the last one year amongst which 81% reported that the complaints are fully resolved while 19% of complaints have been partially resolved.

### Problem reported in last 1 year

Among the villages who reported a complaint (i.e., 16 villages), 63% villages have reported a complaint once or twice in the last one year, while 13% reported a complaint at least three or four times.





### Primary points for reporting grievances and key problems

Among those who reported complaint (i.e., 9% HHs, 16 villages), 100% of villages reported that they report their grievances to District PHED beside other reporting-points

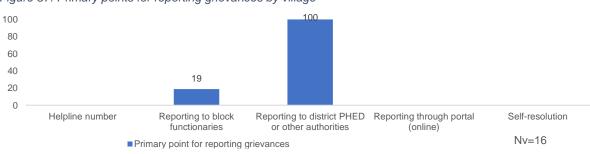
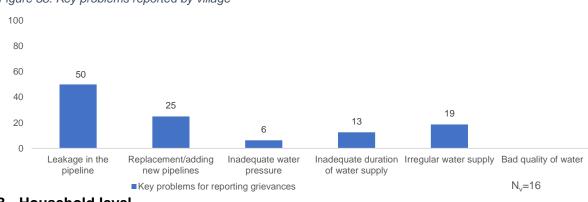


Figure 57: Primary points for reporting grievances by village



### Key problems for reporting grievances

Overall, among those who reported complaint (i.e., 9% HHs, 16 villages) **50% of villages** reported that **Leakage in the pipeline** is their most encountered problem for reporting grievances





### **B. Household level**

### Awareness of grievance redressal at household

In the state, **53% of HHs** reported that they are aware of any grievance redressal mechanism w.r.t. HH tap water through PWS, but only 1% HHs have reported a complaint in the last one year and only 1% of complaints have been resolved.

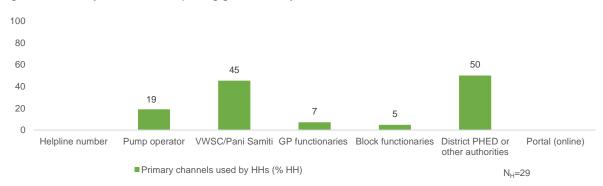
Figure 59: Reporting of grievance redressal at household level



#### Primary channels for reporting grievances by households

Among those who reported complaint as shown in the above graph (i.e., 1% HHs, 29 HHs), **50%** of the HHs reported their complaints to the **District PHED** beside other reporting-channels

Figure 60: Primary channels for reporting grievances by households





### Key problems for reporting grievances

Overall, among those who reported complaint (i.e., 1% HHs, 29 HHs) 60% of the HHs that reported problems was of irregular water supply beside other problems

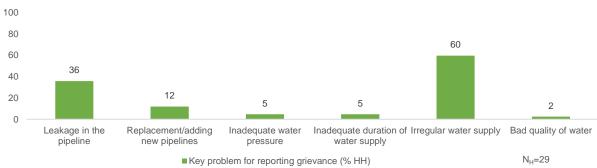


Figure 61: Key problems reported by households

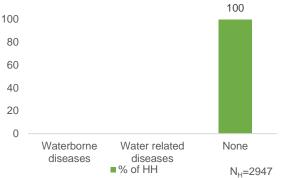


## 3.10. Perception of HHs on Outcome Indicators

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

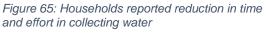
Across the state less than 0.4% HHs reported having an incidence(s) of water borne diseases in your household in last one year. The cases recorded were of Dysentery, Diarrhoea, Cholera and Typhoid

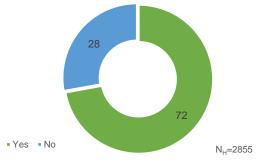




## C. Reduction in time and effort in collecting water

Out of the HHs reported (i.e., 2855) that female members used to fetch water before HH tap connection, 72% reported that post installation of HH tap connection it helped reduction of time and effort in collection of water

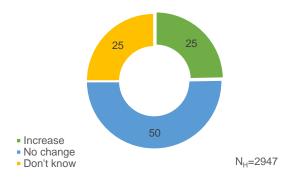




## B. Change in employment days since FHTC programmes/schemes

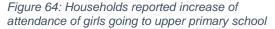
Since having a functional HH tap connection, 25% HHs across the state has reported that there has been a change in the no. of employment days of the adult HH members while 50% HHs reported no change

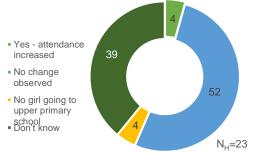
Figure 63: Household reported a change in employment days since FHTC programmes /schemes



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

Across the state, 4% HHs reported that since having a functional HH tap connection the attendance of the girls going to schools increased, while 52% 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







### 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 other HH work (84%).

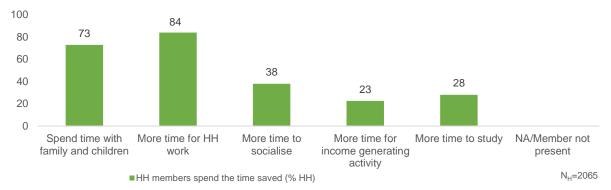
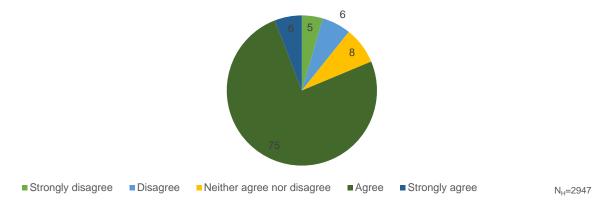


Figure 66: Utilization of time saved by households post installation of HH tap connection

### F. Change in social status

Sense of pride and positive change in social status was reportedly realized by 75% of HHs post the installation of HH tap connections.

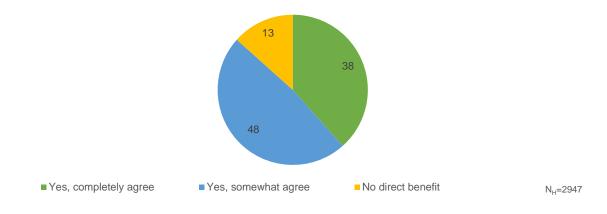
Figure 67: Households reported to have a positive change in social status



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

Across the state, 38% 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 48% HHs reported being in partial agreement against the same.

Figure 68: Households reported to have received direct benefits in terms of income due to FHTC





## 3.11. User satisfaction

| Table No. 7:         User satisfaction - more than 75% happy with FHTC services |                                  |                     |      |  |  |  |  |  |
|---|----------------------------------|---------------------|------|--|--|--|--|--|
| S. No.  | Parameter (N <sub>h</sub> =2918) | In %                |      |  |  |  |  |  |
| 1   | Regularity                       | $\odot$             | 98.9 |  |  |  |  |  |
| 2   | Overall quality                  | $\bigcirc \bigcirc$ | 99.5 |  |  |  |  |  |
| 3   | Colour                           |                     | 99.7 |  |  |  |  |  |
| 4   | Taste                            |                     | 99.7 |  |  |  |  |  |
| 5   | Odour                            | $\odot$             | 99.7 |  |  |  |  |  |

Note:

Base (N<sub>v</sub>)=183 means all villages sampled and covered in Mizoram state

Base ( $N_H$ )=2929 means all households sampled and covered across the 183 villages in Mizoram state Base ( $N_H$ )=2894 means all households sampled where water sample be collected across the 183 villages in Mizoram state

Base (N\_H)=2047 means all households sampled where female members used to fetch water before HH tap connection

Base ( $N_H$ )=23 means all households sampled that had adolescent girls as one of HH members



## 4. Functionality status of FHTC at household level for aspirational districts



## 4.1. Overall Functionality (in %)

Figure 69: 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 Har Ghar Jal district,  $N_{H}$ =1649 implies all HHs where water was found on the day of the survey.

It has been found all the sampled HHs (N=1649) had working tap connections. 49 percent HHs in the state were found to have fully functional HH tap water connection. Moreover, more than 3 out of 5 households (71 percent) received adequate quantity (>=55 LPCD) of water supply and three-fourth received regular supply (75 percent) of water. The on-site testing and lab test results of the water indicates that more than 9 out of 10 (94%) sampled households in the state receive potable water.

| Tabl  | Table No. 8:         Quantity, Regularity, and Quality of FHTC for aspirational districts (%HH) |   |                            |                                |                                     |                                |  |  |
|---|---|---|----------------------------|--------------------------------|-------------------------------------|--------------------------------|--|--|
| S.<br>No.   | District  | Working tap<br>connections (HHs<br>which received<br>water through<br>FHTC at least once<br>in the last 7 days)<br>(% HH) | Fully functional<br>(% HH) | Adequate<br>Quantity<br>(% HH) | Full<br>Regular<br>Supply<br>(% HH) | Potable<br>(Quality)<br>(% HH) |  |  |
| 1.  | Aizawl  | 100   | 46                         | 55                             | 87                                  | 99                             |  |  |
| 2.  | Serchhip  | 100   | 40                         | 68                             | 62                                  | 98                             |  |  |
| 3.  | Lunglei   | 100   | 61                         | 73                             | 100                                 | 80                             |  |  |
| 4.  | Saiha   | 100   | 89                         | 90                             | 99                                  | 100                            |  |  |
| 5.  | Mamit   | 100   | 32                         | 71                             | 51                                  | 96                             |  |  |
| 6.  | Kolasib   | 100   | 54                         | 54                             | 100                                 | 100                            |  |  |
| 7.  | Champhai  | 100   | 75                         | 86                             | 100                                 | 86                             |  |  |
| 8.  | Lawngtlai   | 100   | 17                         | 79                             | 25                                  | 99                             |  |  |
| 9.  | MIZORAM   | 100   | 49                         | 71                             | 75                                  | 94                             |  |  |
| # Potable water has been considered basis testing of water samples through laboratory tests for |   |   |                            |                                |                                     |                                |  |  |
| phys  | ical chemica  | and bacteriological   | as given in Table !        | 5 narameters                   | (within a                           | accentable/                    |  |  |

# 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.

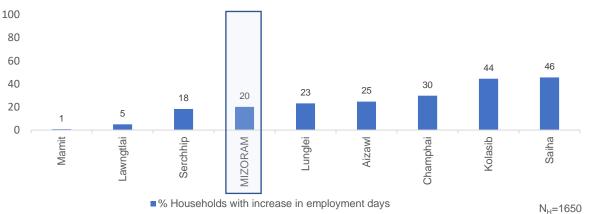


## 4.2. Perception of HHs from Har-Ghar-Jal villages on Outcome Indicators

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

Across the state, 20% of the sampled households reported that employment days increased since the installation of FHTC.

Figure 70: 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 72% of the sampled households also reported that the effort and time in collecting water reduced after installation of FHTC.



Figure 71: 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, 41% 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 48% reported being in partial agreement against the same.

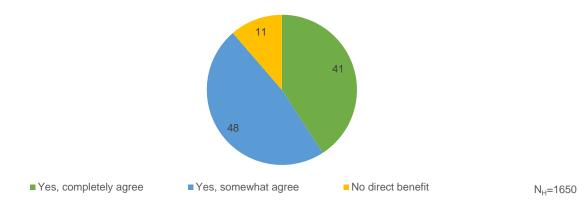
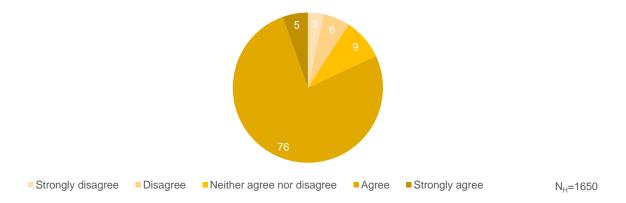


Figure 72: Households reported to have received direct benefits in terms of income due to FHTC in Har Ghar Jal districts

## 4.4. Change in social status

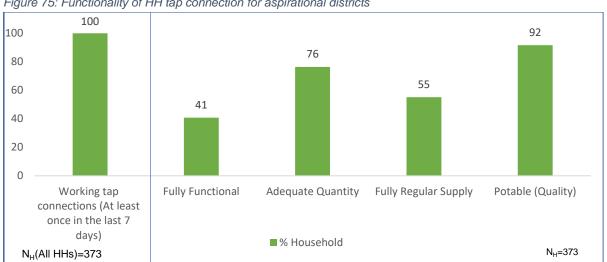
More than four-fifth of the households felt HH tap connection earned them more respect, feeling of pride and brought a positive change in their social status.

Figure 73: 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



#### **Overall Functionality (in %)** 5.1.

Figure 75: 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>=373 implies all HHs where water was found on the day of the survey.

It has been found that 100 percent of the sampled HHs (N=373) had working tap connections. 41 percent HHs in the state were found to have fully functional HH tap water connection. Moreover, more than 3 out of 4 households (75 percent) received adequate quantity (>=55 LPCD) of water supply and more than 1 out of 2 received regular supply (55 percent) of water. The on-site testing and lab test results of the water indicates that more than 9 out of 10 (92%) sampled households in the state receive potable water.

| S.<br>No. | e No. 9: Qu<br>District | uantity, Regularity, an<br>Working tap<br>connections (HHs<br>which received<br>water through<br>FHTC at least once<br>in the last 7 days)<br>(% HH) | Fully functional<br>(% HH) | Adequate<br>Quantity<br>(% HH) | Full<br>Regular<br>Supply<br>(% HH) | Potable<br>(Quality)<br>(% HH) |
|-----------|-------------------------|--|----------------------------|--------------------------------|-------------------------------------|--------------------------------|
| 1         | Mamit                   | 100  | 41                         | 76                             | 55                                  | 92                             |
| 2         | MIZORAM                 | 100  | 41                         | 76                             | 55                                  | 92                             |

# 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

Across the state, 1% of the sampled households reported that employment days increased since the 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

Similarly, about 79% of the sampled households also reported that the effort and time in collecting water reduced after installation of FHTC.

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 nation, 51% 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 49% reported being in partial agreement against the same.

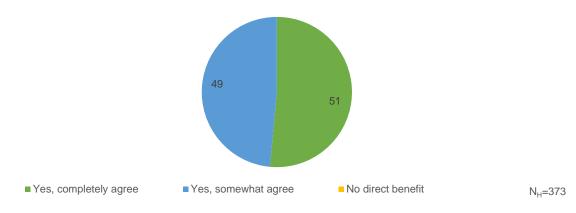
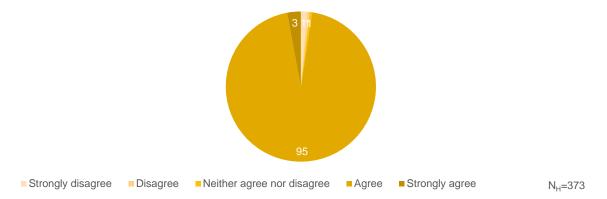


Figure 78: Households reported to have received direct benefits in terms of income due to FHTC in Aspirational districts

## 5.4. Change in social status

Almost all of the households 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





Functionality Assessment of Household Tap Connections under JJM

## 6. Annexure

No sampled village replacement was made in the state.

