

Jal Jeevan Samvad

August | Volume 5 | Issue 8 | Year 2024



Har Ghar Jal
Jal Jeevan Mission

Building Partnership
Changing Lives



हर घर जल
जल जीवन मिशन

Special feature
Local Bodies in JJM -
Breaking The Barriers

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Prime Minister on Jal Jeevan Mission



Narendra Modi
Prime Minister

*“Only 3 crore rural households had access to tap water. Over the past five years, the mission has made substantial progress, extending ‘**Nal se Jal**’ to an additional **12 crore** households. As a result, approximately **15 crore** beneficiaries now enjoy the benefits of tap water under this ambitious programme.”*

On the occasion of the 78th Independence Day, Prime Minister Shri Narendra Modi delivered a significant address from the historic ramparts of the Red Fort in New Delhi on 15th August 2024. In his address, the PM highlighted the remarkable achievement of the Jal Jeevan Mission to ensure clean drinking water to 15 Crore beneficiaries.

”



Amit Shah
Home Minister

“Before the completion of Modi ji's third term, pure drinking water will be available in every household of the country”

Union Home Minister and Minister of Cooperation, Shri Amit Shah inaugurated the 24x7 water supply project completed at a cost of about Rs 75 crore at Manimajra in the Union Territory of Chandigarh under the Smart City Mission on 4th August 2024.

Addressing the inaugural event, the Union Home Minister and Minister of Cooperation said that Prime Minister Shri Narendra Modi in his second term launched the scheme of providing clean water to every citizen and tap water to every household across the country under the Jal Jeevan Mission.

He said that in less than seven years, water has been provided in 150 million homes through tap, which has helped provide clean drinking water to 74 per cent of the country's households. Shri Shah said that after the launch of the 'Jal Jeevan Mission' scheme, there has been a reduction of 3 lakh diarrhoea-related deaths in the country. The number of people dying of diarrhoea was once four lakh. He said that under 'Har Ghar Jal', only three crore connections were available in 2019, at the time of launch of the mission. Shri Shah expressed confidence that before the end of Shri Narendra Modi's third term as Prime Minister, every household in the country will have access to clean tap water.

Note from the desk of Additional Secretary & Mission Director...



New Delhi
31st August, 2024

The Jal Jeevan Mission's (JJM) strength lies not only in its ambitious goals but also in its decentralized approach, which empowers local bodies to manage rural water supply. As we enter the fifth year of JJM, it is essential to acknowledge the vital role that local governance structures – such as Gram Panchayats, Village Water and Sanitation Committees (VWSCs), and others – play in ensuring the mission's success and transformative impact.

Our local bodies have taken on the responsibilities of planning, implementing, and managing water supply systems, bringing potable water to the doorsteps of millions of rural households. They are not just implementing agencies; they are the stewards of sustainable development, ensuring that the systems we establish today will serve generations to come. Their efforts dovetail perfectly with the overarching vision of JJM, creating a cohesive strategy that integrates local knowledge with national objectives.

The August edition of *Jal Jeevan Samvad* focuses on the theme of 'Local Bodies in JJM,' spotlighting the remarkable work being done at the grassroots level. From managing water resources to mobilizing communities, local bodies have become the heroes of sustainable water management. The stories featured in this issue highlight how these governance structures are driving change, ensuring equity, and promoting community participation in water management.

In Rajasthan, the promotion of family-based rooftop rainwater harvesting systems has significantly reduced dependency on piped water supply. Local bodies, in collaboration with NGOs, have played a crucial role in implementing these systems, ensuring that even in the most arid regions, communities have access to safe drinking water.

In Assam and Tripura, Tata Trusts collaborated with the local bodies for strengthening of the capacity of VWSCs and for diffusion of smart water management technologies.

However, the journey has not been without challenges.

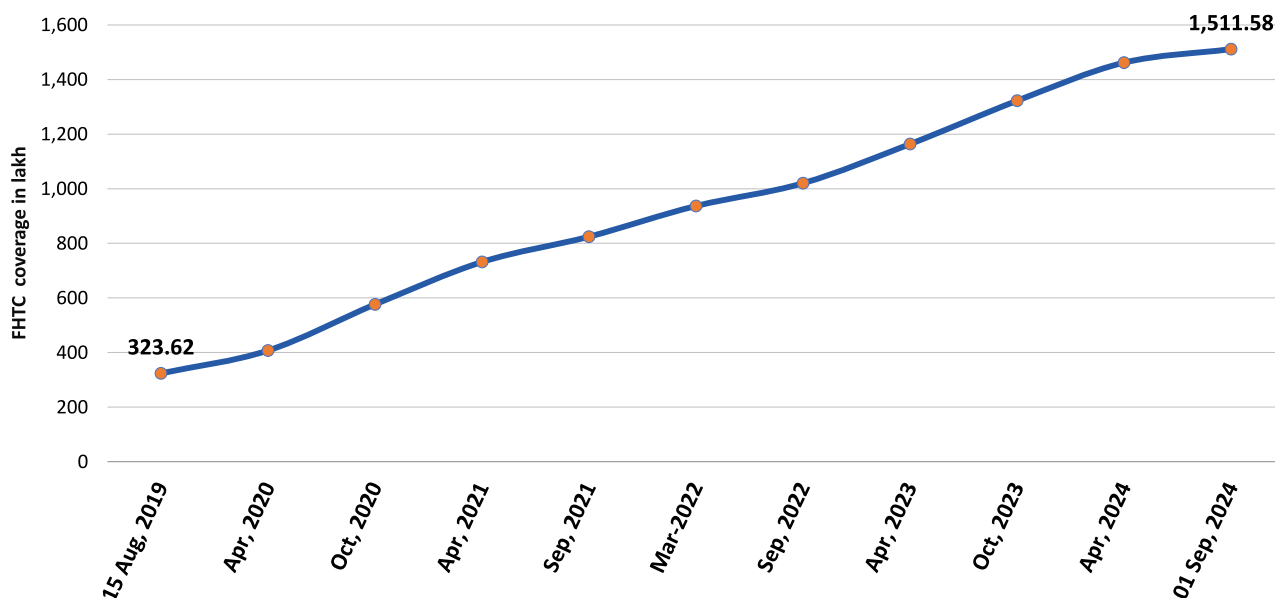
In these governance structures, invariably, women have demonstrated the leadership role, which is heartening. Since inception, JJM has acknowledged the pivotal role of women in water management for its sustainability. In this issue, you will find some remarkable stories of women leaders at the grassroots level giving strength and wisdom to JJM.

Reflecting on the stories and successes featured in this edition, it is clear that the future of water sustainability in rural India hinges on the continued empowerment of local bodies. Their dedication and resilience are the driving forces behind the Mission's progress, turning challenges into opportunities for growth and innovation. With their leadership, the vision of providing safe, reliable, and sustainable drinking water to every rural household is steadily becoming a reality. The commitment of these local governance structures, supported by a collaborative approach, ensures that Jal Jeevan Mission remains on course to achieve its transformative goals.

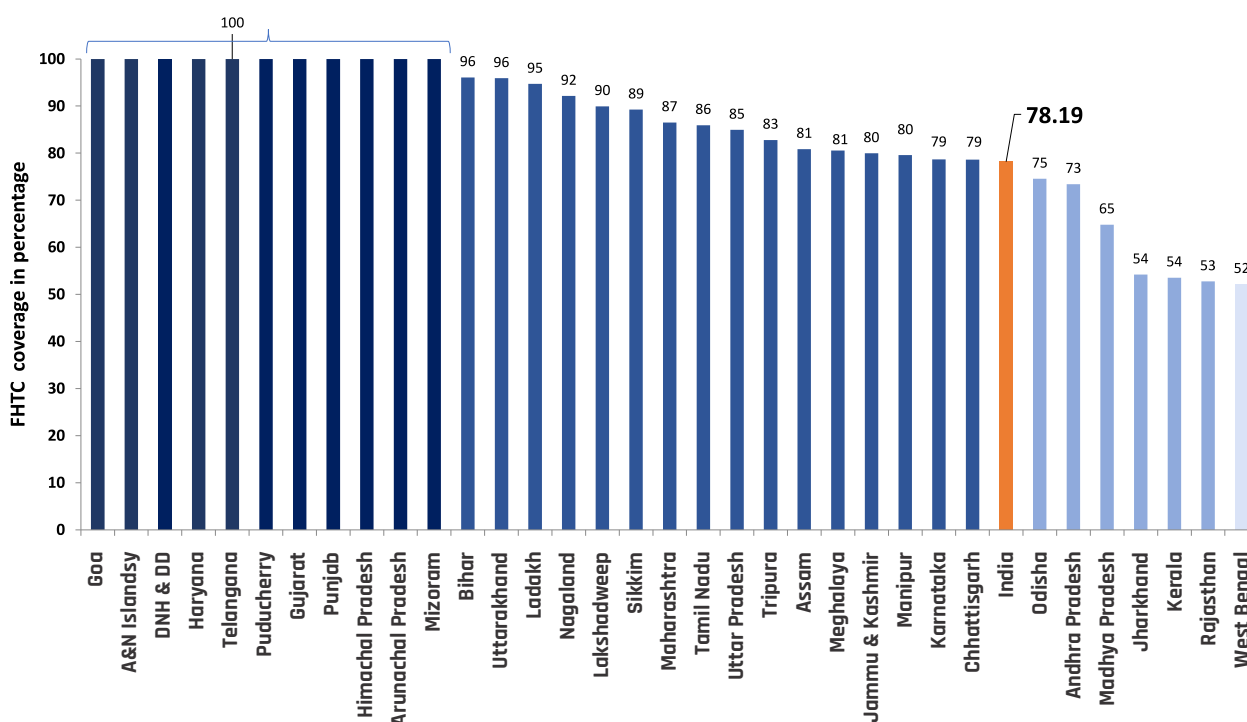
As we move forward, it is essential to continue supporting our local bodies, providing them with the tools, training, and resources they need to succeed. The path to universal access to safe drinking water is a shared journey, and local bodies are at the forefront, leading the charge.

[Dr Chandra Bhushan Kumar]

Progressive coverage - Functional Household Tap Connection (FHTC) (as on 31.08.2024)



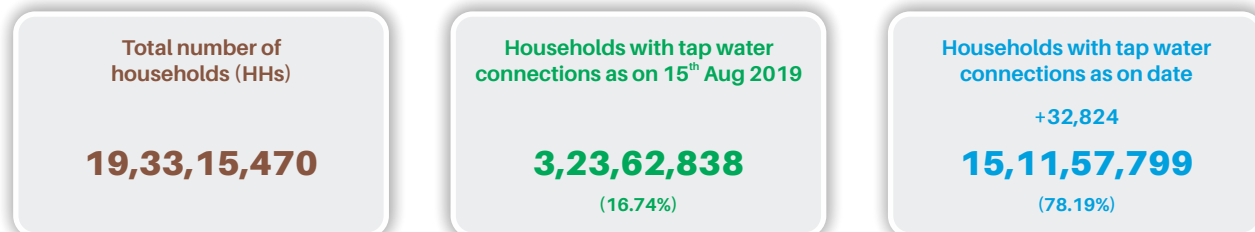
Comparative FHTC coverage status of States/ UTs (as on 31.08.2024)



As on 31st August, 2024

Source: JJM-IMIS

India | Status of tap water supply in rural homes



Households provided with tap water connection since launch of the Mission

11,87,94,961 (73.81%)

Har Ghar Jal [100% HHs with tap water connections]

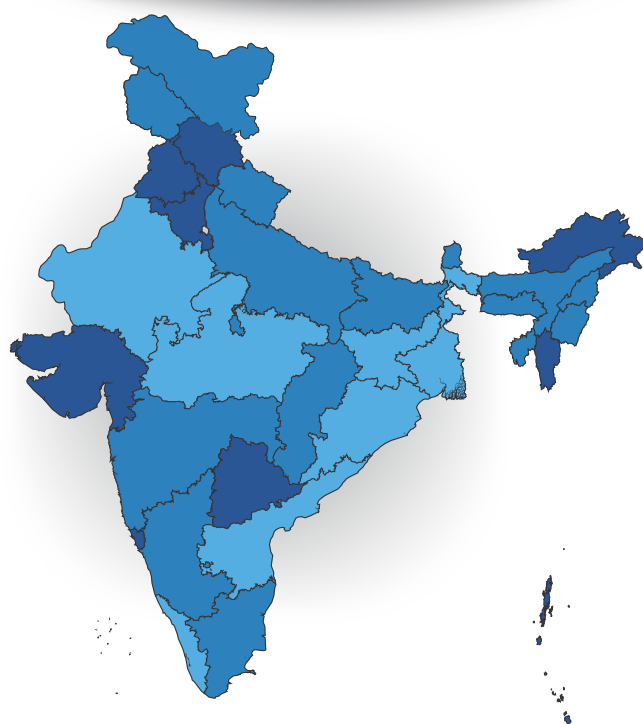
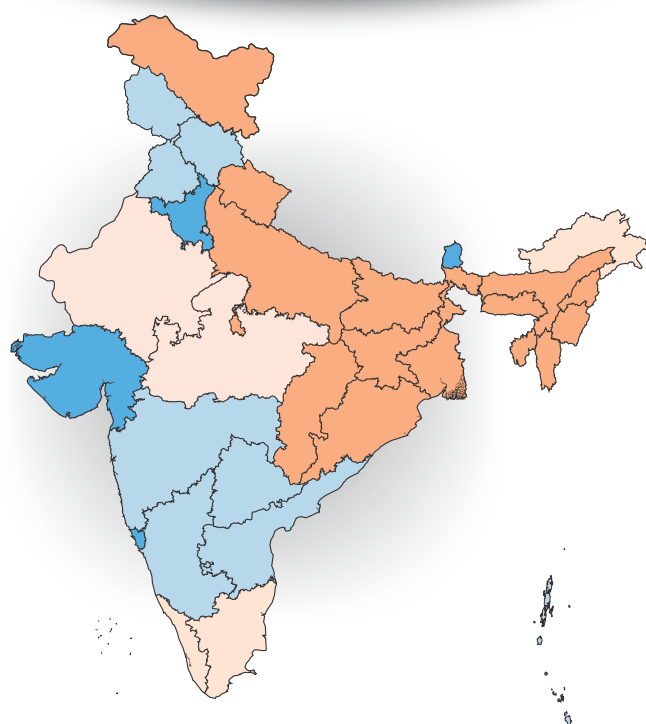
100% FHTC States/ UTs

Goa, A & N Islands, Puducheerry, D&NH and D&D, Arunachal Pradesh, Haryana, Telangana, Mizoram, Himachal Pradesh, Gujarat



As on 15th August, 2019

As on 31st August, 2024



0 to <10%

10% to <25%

25% to <50%

50% to <75%

75% to <100%

100%



Empowering Local Governance: The Unsung Heroes of Sustainable Water Management

- Centre for Microfinance and Livelihood (CML), Tata Trusts

In the heart of Assam and Tripura, a remarkable story of transformation is unfolding. The Centre for Microfinance and Livelihood (CML), Tata Trusts, is empowering local communities to take charge of their water resources, ensuring a brighter future for generations to come.

Through a combination of capacity building, technological innovation, and community participation, CML has supported these local bodies in overcoming challenges and ensuring sustainable access to clean water.

In Assam, CML has focused its efforts in the Kamrup (Rural) district, working closely with local bodies across Rampur, Chaygaon, Boko, Bongaon, and Chamaria Blocks. The organization has facilitated the formation of Village Water & Sanitation Committees (VWSCs), developed Village Action Plans (VAPs), and conducted targeted

training programs. These initiatives have equipped local leaders with the skills necessary for maintaining water supply systems, conducting water quality testing, and mobilizing their communities. A significant innovation introduced by CML is the use of Internet of Things (IoT) solutions for smart water management. This technology has enabled local bodies to monitor water quality and usage in real time, greatly enhancing the efficiency and effectiveness of water management.

Similarly, in Tripura, CML has worked with local bodies in three blocks of the Dhalai district namely – Ambassa, Salema, and Durgachowmuhani, including PRIs, VWSCs, SHGs, and ASHA workers. The approach in Tripura has been comprehensive, addressing both the technical and socio-cultural dimensions of water management. CML has piloted Iron Removal Plants (IRP) with automated

backwash systems, introduced IoT solutions, and conducted extensive training programs for VWSC and WUC members. Women-led initiatives have been a key focus in Tripura, with WQM&SC members, SHGs, and ASHA workers playing vital roles in water quality testing through FTK, awareness campaigns, and promoting the judicious use of water.

By merging its efforts in Assam and Tripura, CML has created a holistic model of strengthening local governance and building capacity for sustainable water management. These interventions have not only improved the technical capabilities of local bodies but have also empowered communities to take ownership of their water resources. The success of these initiatives underscores the critical role of local governance in achieving the goals of the Jal Jeevan Mission and ensuring long-term water security for rural communities in India.



Figure 1: Focus Group Discussion led by Mrs. Biswapati Debbarma in Jeolcherra VC | Source: CML, Tata Trust

Women Leading the Way

In Tripura, women-led initiatives have taken center stage. CML has piloted Iron Removal Plants (IRP) with automated backwash systems, introduced IoT solutions, and conducted extensive training programs. Women like Biswapati Debbarma and Mausumi Rabha have emerged as beacons of hope, demonstrating the impact of grassroots governance on water management.

Biswapati Debbarma: A Beacon of Sustainability in Rural Water Management

In the heart of Jeolcherra, Biswapati Debbarma has become a symbol of hope and resilience, embodying the spirit of the Jal Jeevan Mission (JJM) through her unwavering commitment to sustainable change.



Figure 2: Biswapati Debbarma,
Chairperson VWSC, Jeolcherra, Ambassa
Source: CML, Tata Trust

Her journey began with active participation in the meetings and training sessions facilitated by CML-Tata Trusts, where she gained a deep understanding of water management under the JJM and embraced her role as the Village Water and Sanitation Committee (VWSC) Chairperson.

Understanding the importance of direct community engagement, Biswapati took a proactive approach by visiting households in Jeolcherra, assessing the implementation of the JJM scheme, and addressing any issues faced by the villagers. Her dedication to building trust and identifying areas for improvement, particularly in operation and maintenance, has been instrumental in the smooth functioning of the scheme.

When challenges arose, Biswapati did not hesitate to escalate them to the Department of Water Supply (DWS), ensuring timely resolution and the sustainability of the water supply infrastructure. Recognizing the need for expanded water access, she advocated for additional Deep Tube Well (DTW) schemes in the left-out hamlets of Jeolcherra. Through persistent efforts, including meetings with the Sub-Divisional Officer (SDO) of the DWS Department, she successfully secured the installation of two DTW schemes in Nakul Debbarma Para and Aliasai Para.

Biswapati's efforts have not only addressed the immediate water

needs of her community but have also laid the foundation for sustainable water management in Jeolcherra. Her leadership, innovation, and commitment to the upkeep of water infrastructure have earned her the admiration and respect of her peers.

As the community anticipates the completion of these schemes, Biswapati Debbarma stands as a beacon of inspiration, demonstrating the power of grassroots leadership in achieving sustainable development. Her story underscores the importance of local governance, capacity building, and collective efforts in ensuring water security for rural communities, drop by drop.

Biswapati's journey is a testament to the power of local governance. As the Village Water and Sanitation Committee (VWSC) Chairperson, she has become a driving force behind sustainable change in Jeolcherra. Her dedication to building trust, identifying areas for improvement, and advocating for additional water access has earned her the admiration of her peers.



Figure 3: Household visit to address beneficiary issues if any
regarding JJM connection | Source: CML, Tata Trust



Mausumi Rabha: A Champion of Sustainability in Rural Water Management

In the village of Oufula, nestled within the core of Bongaon block, Kamrup, Assam, Mausumi Rabha has become a shining example of dedication to the Jal Jeevan Mission (JJM) and the sustainable use of rural water. Her journey to becoming a key figure in her community started when she began actively participating in regular meetings and training sessions organized by the Centre for Microfinance and Livelihood (CML)-Tata Trusts. These sessions, focused on vital aspects of water management under the JJM, provided Mausumi with the knowledge and skills she needed to make a real difference.

Mausumi's commitment deepened as she took on the role of secretary of the Water User Committee (WUC). She not only understood the importance of her position but also embraced the responsibility with great care. Her efforts have made her a catalyst for positive change in her village, where she works tirelessly to ensure that water is managed wisely and sustainably for the benefit of



Figure 4: Community Meeting with the villagers of Oufula | Source: CML, Tata Trust

everyone. As the secretary of the Water User Committee (WUC), Mausumi embraced her role with great care and dedication. Recognizing the importance of interpersonal communication for the success of the Jal Jeevan Mission (JJM) in Oufula, she took a proactive approach to ensure the scheme's smooth operation. Mausumi began making regular visits to the households in the village, carefully assessing how the scheme was being implemented and addressing any issues that the villagers faced.

Recognizing the importance of interpersonal communication for the success of the Jal Jeevan Mission (JJM) in Oufula, Mausumi Rabha took a proactive approach to ensure the scheme's smooth operation. She began making regular visits to the households in the village, carefully assessing how the scheme was being implemented and addressing any issues that the villagers faced. By directly engaging with the community, Mausumi built a strong foundation of trust, allowing her to identify areas that needed attention, especially regarding the operation and maintenance of the water supply system.

Whenever she encountered challenges or signs of wear and tear within the JJM infrastructure, Mausumi promptly reported these issues to the Public Health Engineering Department (PHED) and the 6 No. Uttar Dakhin Bongaon Gram Panchayat. Her swift actions ensured that problems were quickly resolved, helping to maintain the sustainability of the water supply for the entire village.

In the heart of Oufula, where the rhythms of daily life blend with the flow of water, Mausumi Rabha shines



Figure 5: Household visit to address beneficiary issues if any regarding JJM connection
Source: CML, Tata Trust



Figure 6: Meeting with the Pump Operator in Oufula Pump House | Source: CML, Tata Trust

essential for overcoming challenges at the grassroots level. Through their leadership, they have fostered a sense of ownership and responsibility within their communities, ensuring the long-term success of water supply schemes.

Their stories also emphasize the importance of integrating traditional knowledge with modern technological interventions to enhance water management practices. As the JJM evolves, the continued empowerment of local leaders and the support for community-driven initiatives will be key to addressing future challenges and ensuring equitable water access for rural communities. These success stories underscore the potential of local governance in driving sustainable development and the critical role of women in leading these efforts.

As the JJM evolves, the continued empowerment of local leaders and support for community-driven initiatives will be key to addressing future challenges and ensuring equitable water access for rural communities.

as a guiding light, bringing hope and strength to her community. Through her exceptional leadership and tireless advocacy, she has become a beacon of inspiration, driving meaningful change. Mausumi's steadfast dedication to maintaining the village's water infrastructure, combined with her untiring approaches to sustainability, has made her a respected and admired figure among her peers. Her efforts have woven a lasting impact, earning her the deep respect and heartfelt admiration of those around her.

Mausumi Rabha has become a shining example of dedication to the Jal Jeevan Mission (JJM). As the secretary of the Water User Committee (WUC), she has worked tirelessly to ensure the smooth operation of the scheme, addressing issues and reporting challenges to the authorities.

Conclusion – The Ripple Effect

The stories of Biswapati Debbarma in Jeolcherra, Tripura, and Mausumi Rabha in Oufula, Assam, highlight the

transformative impact of grassroots leadership in the Jal Jeevan Mission (JJM). Both women exemplify the crucial role of local bodies, particularly women-led initiatives, in achieving sustainable water management. Their proactive involvement in water quality testing, awareness generation, and the operation and maintenance of water infrastructure demonstrates how capacity building and community participation are



Figure 7: Group photo of Mausumi Rabha along with her community members
Source: CML, Tata Trust



Border Village Tamlor of District Barmer, Rajasthan Getting Narmada River Water at Doorsteps

- Dr. Suneet Sethi, State HRD & IEC Consultant, PHED, Rajasthan and Ashok Singh, IEC Consultant, District Barmer, PHED

In the arid border village of Tamlor, Rajasthan, where drought and famine once wrote the destiny of its people, Jal Jeevan Mission has scripted a new story of hope. Thousands of villagers, who once trekked kilometers for water, now have Narmada River water at their doorsteps flowing through taps. This remarkable transformation is the best illustration of the power of community-led initiatives and government schemes in overcoming water scarcity and empowering rural communities.

Tamlor was known for its harsh climate and lack of water resources.

The villagers' daily struggle for water was a constant reminder of their precarious existence. Women and children would walk for miles to fetch water, leaving them exhausted and drained. The village's economy suffered, and the people's health was compromised.

However, with the implementation of Jal Jeevan Mission, the village's fate has changed dramatically. The Narmada Canal-based drinking water project has brought pure drinking water to every household in Tamlor. The villagers, who once relied on water tankers, now have access to clean water at their doorstep.

His Excellency **Shri Haribhau Kisanrao Bagade**, the Governor of Rajasthan, recently visited Tamlor to witness the impact of Jal Jeevan Mission. He appreciated the efforts of the local body, Village Water Sanitation Committee (VWSC), and the beneficiaries who have contributed to the success of the mission. The Governor interacted with the beneficiaries, including Guddi Kanwar, who shared her story of struggle and triumph.

Guddi Kanwar, a resident of Tamlor, recalled the days when she had to walk miles to fetch water. *"It was a daily struggle, and we had to spend a*



Fig 8: Hon'ble Governor, Rajasthan Sri Haribhau Kisanrao inspecting the water flow of household tap | Source: PHED Rajasthan

lot of money on water tankers. But now, with the tap water connection, our lives have changed. We have more time for our families and our health has improved significantly."

The **District Collector, Sh. Nishant Jain**, highlighted the impact of Jal Jeevan Mission on the village. "The mission has not only provided clean drinking water but has also empowered the women of the village. They are now involved in the decision-making process and are taking ownership of the water management."

The Village Water Sanitation Committee (VWSC) has played a crucial role in ensuring the success of Jal Jeevan Mission in Tamlor. The committee, comprising local villagers, has worked tirelessly to create awareness about the importance of water conservation and the benefits of the mission.

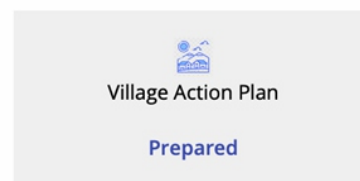
Hindusingh Tamlor, the Sarpanch of Tamlor, emphasized the committee's efforts. "We created a vision map of the village and informed every family about the scheme. We also conducted monthly meetings with the women of the village to address their daily problems and ensure that every household is connected to the tap water scheme."

The Public Health Engineering Department (PHED) has also played a vital role in implementing Jal Jeevan Mission in Tamlor. **Sh. Vipin Jain, Superintendent Engineer, PHED, Barmer**, highlighted the challenges faced during the implementation process. "Providing water to every household in a sandy village like Tamlor was a significant challenge. However, we took ideas from the villagers themselves and worked together to make their village water-rich."

The success of Jal Jeevan Mission in Tamlor village is a shining example of

Village details

Block : Gadra Road	Panchayat : Tamlore
Village : Tamlor	Nos. of habitations : 2
Water Quality Affected : No	



Habitation list

S.No.	Habitation Name	Rural population	Households	Nos. of tap connections provided	Water Quality Status
1	Tamlor	1,350	339	339	None
2	Sumaron Ki Dhani	886	185	185	None

Source: JJM-IMIS



Fig 9: Hon'ble Governor, Rajasthan Sri Haribhau Kisanrao interacting with Guddi Kanwar
Source: PHED Rajasthan

what can be achieved when communities come together to address their problems. The mission has not only provided clean drinking water but has also empowered the villagers,

especially women, to take ownership of their water management. As the village moves forward, it is clear that the impact of Jal Jeevan Mission will be felt for generations to come.



District Water Quality Platform in Chikkaballapur: A Tale of Community Voices to Enable Safe Water Access

- Kiran Kumar Sen & Manjula Narayanappa – INREM Foundation

Tale of Bagepalli

In the semi-arid region of Chikkaballapur, 100 km north of Bengaluru on National Highway 44, lies the town of Bagepalli. This district in southern Karnataka is known for its erratic rainfall pattern, rocky fields, and small hills. The water table is low, and borewells as deep as 1000 feet are used to tap water, which often contains chemicals, including fluoride contamination reported by government and non-governmental organizations.

Kalaraynakunte's Transformation

In the small village of Kalaraynakunte, located 32 kilometers from Bagepalli town, a remarkable transformation has taken place. With the dedicated efforts of frontline workers, 48 households have made a significant shift from relying on fluoride-contaminated water to accessing 100% safe drinking water. This achievement is a testament to the power of community-led initiatives and the impact of empowering local champions.

Nagmani, an Anganwadi worker and Water Quality Champion, has been instrumental in driving this change. Through her tireless efforts, she has educated the community about the dangers of consuming contaminated water and the benefits of adopting safe drinking practices. Her role extends beyond education, as she actively engages with local residents

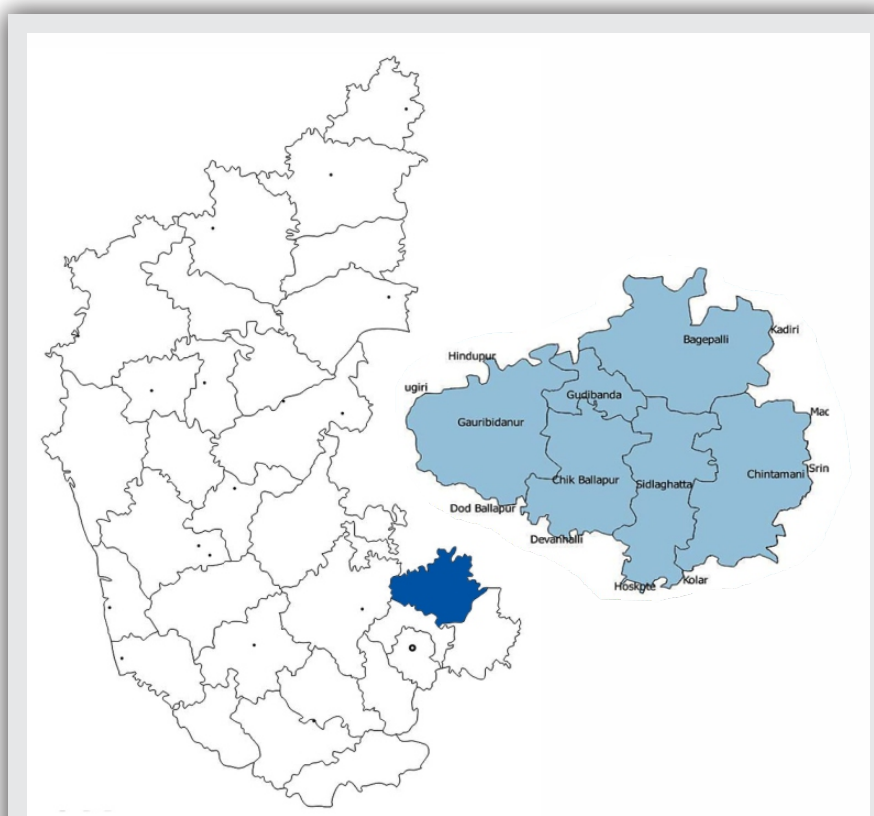


Figure10: District map of Chikkaballapura depicting on Karnataka map | Source: INREM Foundation

to promote awareness and drive behavioral change.

The transformation in Kalaraynakunte is also attributed to the trained **Jalagara (Waterman)**, who ensure proper maintenance of water supply systems. These watermen, trained on the importance of safe drinking water, play a vital role in guaranteeing the continued availability of safe water for the community.

Additionally, the ASHAs (Accredited Social Health Activists) have

reinforced safe water behaviors among villagers, further contributing to the success of this initiative. The collective efforts of frontline workers, local bodies, and community members have culminated in a significant improvement in access to safe drinking water, ultimately leading to better health outcomes for the residents of Kalaraynakunte.

This transformation serves as a model for other regions facing similar challenges, demonstrating the potential for community-led initiatives to drive meaningful change



Figure 11: Access to safe water in school – students enjoying MDM with potable water in school
Source: INREM Foundation

and improve the lives of vulnerable populations.

District Water Quality Platforms

INREM Foundation is working to address water contamination problems through action and research. Experiences from districts like Jhabua (Madhya Pradesh) and Nalgonda (Telangana) highlighted the importance of an integrated approach. The intervention needs to occur at multiple levels, including individual, household, and district levels. In Chikkaballapur, mitigating fluoride effects requires consistent access to fluoride-free water, better nutrition, and diagnosis and rehabilitation for fluorosis patients.

A key learning is that the intervention needs to chowk down at several levels. At the individual or household level, this means that mitigating the effects of fluoride in the case of Chikkaballapur for example requires consistent access to fluoride-free water, better nutrition, and for fluorosis patients— diagnosis and rehabilitation. For this action to saturate a district and sustain over time, the district programs need the aligning, motivation and bringing together of a number of relevant departments, local civil society

organisations(CSOs) and interested citizens. This is what led to the genesis of District Water Quality Platforms i.e. how can local bodies, CSOs and Individuals together focus on a common goal for safe water access and improved health outcomes.

The District Water Quality Platform in Chikkaballapur, initiated in 2018 with European Union support, coordinates efforts across departments and civil society organizations to tackle water contamination issues. Key members viz. CEO of Zila Parishad, representatives from the NPPCF program, members of the CSOs and

officials from departments such as Rural Water Supply, Health, and Education, collaborate to address the needs of vulnerable communities. Monitoring and Evaluation Surveys in 2019 and 2023 showed an increase in safe water access from 30% to 87%. The district platform played a pivotal role in improving water quality through a comprehensive approach.

The district platform in Chikkaballapura played a pivotal role in improving water quality through a comprehensive, multi-faceted approach. The role of the district administration in realizing the importance of safe water is crucial – seen through the motivation of different officers across the district.

The story of improved water access is a testament to coordinated action. The combined efforts of Nagmani, trained watermen, and district platform members have created a model for regions facing similar challenges. Through collective commitment and strategic interventions, they have paved the way for a healthier and more sustainable future.

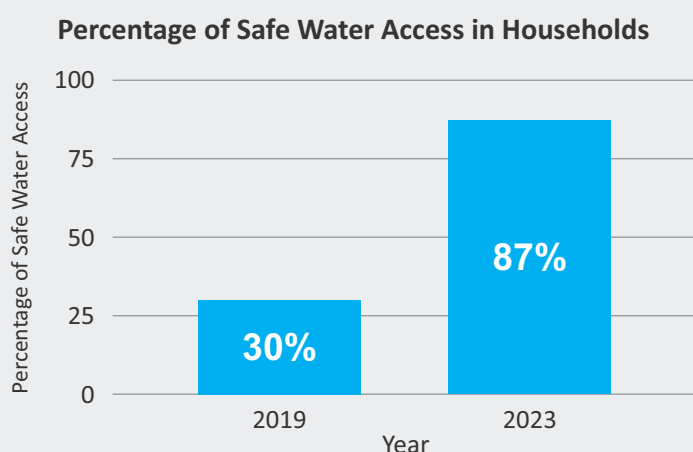


Figure 12: Status of safe water access in households 2019 vis-à-vis 2023
Source: INREM Foundation

¹ WaterAid. (n.d.). Social accountability and system strengthening for water, sanitation, and hygiene in South Asia. Retrieved from <https://www.wateraid.org/in/sites/g/files/jkxoo336/files/social-accountability-and-system-strengthening-for-water-sanitation-and-hygiene-in-south-asia.pdf>



Quenching the Thirst for Clean Water: A Village's Fight for Health and Happiness

- Suman Chatterjee & Navneet Mishra, INREM Foundation

In the tranquil village of Mahisipata, nestled in the Nilgiri block of Balasore district, a hidden crisis threatened the health and well-being of its residents. Fulbani and her husband, Kasinath, aged 62, had lived a peaceful life until Fulbani began experiencing persistent body pain after consuming the village water. Initially dismissing it as a minor issue, she sought medical advice when the pain intensified. The doctor's diagnosis revealed high levels of fluoride and iron in the water, causing her body pain and skin problems.

The village's pipeline water supply was insufficient, and the water was contaminated with fluoride, bacteria, and iron, turning it a disturbing red color. This led to various health issues, making life challenging for the villagers. Despite discussions with fellow villagers, ward members, and the Sarpanch, no effective solutions were implemented.

Desperate to improve the situation, Fulbani started boiling the water before drinking it. However, this only partially alleviated her symptoms, and the persistent pain continued to trouble her. Additionally, fetching water from government tube wells was a significant challenge, leading to additional expenses for medicines and treatment. The financial strain added to their hardship.

The ongoing issue of contaminated water was not only affecting Fulbani and Kasinath but also the entire village. Despite numerous requests

for assistance, government or non-governmental organization had provided very limited help. The villagers had no choice but to endure the inconvenience of drinking unsafe water.

In response to the growing concern, a special meeting was organized by the Gram Sabha.

This meeting was attended by the Panchayat Executive Officer (PEO), the Sarpanch, Anganwadi Workers, ward members, and other community leaders. They gathered to discuss the urgent need for clean water and explored potential solutions through the Jal Jeevan Mission and other local initiatives.

During the meeting, allied funding sources and programs such as the Central Finance Commission (CFC), State Finance Commission (SFC), and Mahatma Gandhi National Rural Employment Guarantee Act

(MGNREGA) are discussed to secure additional resources and support for improving the water supply system in the village. The meeting concluded with a commitment to securing resources and support for improving the water supply system.

Fulbani's determination and the community's collective action highlighted the importance of addressing critical issues. Their story became an inspiration, demonstrating that dedication and collaboration can solve even the toughest problems. Over time, efforts to improve the water supply bore fruit, and the villagers began experiencing the benefits of clean water, enjoying a healthier and happier life.

Fulbani's resilience and the community's united effort proved that when people come together with a shared goal, no challenge is too great to overcome.



Figure 13: Gram Sabha Meeting | Source: INREM Foundation

Empowering Local Government Functionaries: Key to successful Water Supply Management

- Anupam Abhishek, State Coordinator- WASH, Health & Nutrition, Aga Khan Foundation

Access to clean drinking water is essential for human survival. Water, a vital resource, covers about 71% of the Earth's surface and is crucial for various purposes, including drinking, agriculture, and sanitation. A reliable piped water supply is a critical component of any country's infrastructure, aiming to deliver clean and safe drinking water directly to households. In this context, the Government of India launched the Jal Jeevan Mission (JJM) in 2019 to ensure access to basic services for all citizens.

A similar initiative, "Har Ghar Nal Ka Jal," was launched in Bihar in 2016, aiming to provide clean drinking water equitably to every citizen. Under this resolution, it is envisaged to provide piped water supply to 2

crore households in the state through concerted cooperation of the people of every village and locality in Bihar, reducing their dependence on hand-pumps and other sources of drinking water.

Notably, in Bihar, drinking water is now being supplied regularly to 1.63 crore families for at least 4 hours daily, marking significant progress in ensuring access to clean drinking water. With continued efforts, the goal of providing clean drinking water to every household in India is becoming a reality.

Jal Jeevan Mission and Har Ghar Nal Ka Jal Nischay: Engagement of Local bodies

Both Jal Jeevan Mission and Har Ghar Nal Ka Jal programmes focus on

service delivery at the household level. Prior to these programmes, the involvement of local bodies was not stressed on. To further reinstate the importance of local bodies in the management of drinking water supply, a point to note is that under the 73rd Amendment of the Indian Constitution, drinking water has been added to the eleventh schedule which lists 29 subjects under the jurisdiction of the Panchayats and transferred the responsibility of drinking water management to the Panchayati Raj Institutions (PRIs). Jal Jeevan Mission advocates the significance of village water and sanitation committees (VWSC) in the planning, implementation, management, operation and maintenance (O&M) of the water supply schemes. Similarly in Bihar's 'Har Ghar Nal Ka Jal Nischay', the role of local bodies is mainly in the implementation, management and O&M of the piped water supply schemes. The Ward Implementation and Management Committee (WIMC) has been given the responsibility which the VWSC has in JJM. WIMC is a subcommittee of Panchayat, constituted by Gram Sabha from amongst its members for discharge and implementation of general and financial functions. This committee consists of 7 members including SHG members, women, SC/ST members apart from the ward members. This ward level committee has been made responsible for planning, implementation, O&M in Panchayati Raj Department's schemes and is partially responsible



Figure 14: Resident of ward number 9 Bhusaula Danapur, happily collecting water from tap
Source - Aga Khan Foundation



for the O&M in the Public Health Engineering Department's (PHED) schemes. To support the WIMC and ensure day to day compliances, a provision has been made for a pump operator/ Anurakshak in the state.

Capacity Building of local government bodies:

In close coordination with the PHED, Bihar, Aga Khan Foundation (AKF) has been putting efforts towards strengthening the capacities of Panchayati Raj representatives, pump operators, members of self-help groups and other community members, on various components of water management and source sustainability in the past few years. Building the capacity of these key stakeholders consists of upskilling the key decision makers and initiative takers (Mukhiyas, Ward Members, Pump Operators and SHG members) on water supply management, water quality management, grievance redressal, and water conservation. User charge collection, grievance redressal, and organizing Jal Chaupals are some of the crucial tasks, where the involvement of local bodies is essential. Monitoring the services is another necessary aspect in which PRI and other local stakeholders have a lot to contribute.

Efforts of an elected Representative: Case study from a village in Patna district

Meet Md. Mashuk, a devoted father of four daughters and a dedicated Panchayati Raj Representative from Bhusaula Danapur Gram Panchayat. His eyes light up when he talks about the piped water supply system that has changed the lives of his family and community. "I've seen my wife and daughters struggle to fetch water from handpumps and dug wells," he recalls. "But now, with the PWSS,



Figure 15: Md. Mashuk, ward member, Bhusaula Danapur | Source: Aga Khan Foundation

they can focus on their education and well-being." Md. Mashuk's journey as a Panchayati Raj Representative since 2016 has taught him the value of water and community service. When the PWSS was installed in his ward in 2020, he was overjoyed. "It was a dream come true," he says. However, he soon realized that the community's enthusiasm was short-lived, and maintenance became a challenge. Despite this, Md. Mashuk remains committed to ensuring the PWSS continues to benefit his community.

Md. Mashuk's determination was put to the test when he faced resistance from his community regarding the operation and maintenance (O&M) of their water supply scheme. "People weren't taking ownership of repairs, leading to water wastage and

disruptions," he recalls. The thought of women returning to handpumps and dug wells was unbearable. So, he embarked on a mission to mobilize the community. He joined forces with Jeevika Didi, a dynamic SHG cadre of women working under Bihar Rural Livelihood Development Society, who shared his vision. Together, they conducted regular household visits and discussion sessions, encouraging beneficiaries to pay user charges. They also enlisted the help of Anganwadi workers to spread awareness. Gradually, the community began to understand the importance of their contributions. Thanks to Md. Mashuk's and Jeevika Didi's tireless efforts, the water supply scheme is now functional, and the community is empowered to take ownership of their water management. The women, in particular, have

become champions of change, ensuring that their families and neighbors prioritize water conservation.

Impact of involving local bodies in water supply management:

One of the immediate results of the efforts made by Md. Mashuk and the local bodies was the payment of user charges by the community for the water supply scheme. In the beginning of 2021, only 10 households started paying the user charges of Rs.30 INR per month which eventually increased to 50 households and then to 100 households rapidly. Consequently, the user charge collection reached up to Rs. 3000 INR per month leading to 124 households getting potable drinking water. Some key reasons for the success of PWSS Bhusaula Danapur Gram Panchayat are;

- a) **Transparency:** Md. Mashuk maintained the records of collections, which he showcased to the community during WIMC meetings and discussions. He maintained records of each transaction in his register, later he also started providing receipt to the households for their records. These records have been kept in the Pump House, and anyone can see the records starting from 2021 till date.
- b) **Sustained Behavior Change:** Since funds were involved in the O&M of the PWSS, Md. Mashuk felt there was increased community participation in the decision making and a sense of ownership. The community had established a procedure for the pump operation, which everyone had to follow strictly. The pump operation logbook was maintained regularly.

Simultaneously, behavioral change in the community was visible as the whole community had stopped using handpumps and dug wells for fetching drinking water. *Figure SEQ Figure * ARABIC 4: Md. Mashuk maintaining his daily Water Supply Logbook* In the ward, water wastage was found to be minimal since the community ensured that drinking water was not used for irrigation or any other purpose. Rigorous IEC activities were carried out to trigger positive behaviour for water conservation and efficient use of water. Recently, two left out households of wards 8 and 10 have been provided connections from this water supply scheme proving the adage "Where there is a will there is a way".



Fig 16: Focus Group Meeting led by Jeevika Didi | Source: Aga Khan Foundation



Enabling Improved Access to Drinking Water through Local Governance

- Rajesh Rangarajan, S Madhu, Praveen Kumar - Water Aid India

Introduction

The Jal Jeevan Mission, launched by the Government of India in 2019, has gained momentum towards achieving 55 liters per capita per day (lpcd) of water for rural India. The mission leverages India's decentralized governance architecture, ensuring participatory and community-led implementation. In Andhra Pradesh, the response has been mixed, with progress accelerating in 2023-2024 towards achieving 100% tap connections. Currently, over 78% of households have tap connections.

While a detailed analysis of fund allocation is beyond this article's scope, it is widely acknowledged that increased investment in Andhra Pradesh Gram Panchayats (GPs) is necessary for better piped water supply outcomes. Despite implementation challenges, collaborations between civil society, local communities, and GP institutions have achieved successes in ensuring sustainable water access. The revival of Village Water and Sanitation Committees (VWSCs) and user committees has been crucial, demonstrating the effectiveness of local institutions in coordinating water security.

The VWSCs, as key stakeholders in rural water governance, play a vital role in implementation. The JJM guidelines empower VWSCs and other rural local bodies to take an active role in water supply implemen-

tation. Examples from Vizianagaram and Chittoor districts in Andhra Pradesh illustrate the successful collaboration between VWSCs, user committees, and non-profit organizations in implementing piped water supply schemes.

Community ownership and decentralized planning and implementation

In several Gram Panchayats (GPs) across Andhra Pradesh, the sanctioned amount remained underutilized due to on-ground challenges, including site preparation, vendor identification, and community cohesion issues. However, with the revival of Village Water and Sanitation Committees (VWSCs) in these GPs, they were better equipped to leverage the funds by effectively lobbying the district

administration and planning schemes.

In Reddikancheru GP, officials took a novel approach by partnering with local NGOs to implement drinking water supply for a portion of the habitation not fully covered by Jal Jeevan Mission (JJM) investments. This collaboration achieved full saturation of the habitation and enabled the GP to utilize nearly ₹20 lakhs for scheme implementation. Similarly, Thottapalli GP leveraged approximately ₹ 8 lakhs to ensure complete coverage.

In other innovative examples, GPs capitalized on sanctioned schemes to encourage local NGOs to invest in overhead tanks, while the JJM scheme covered pipeline infrastructure, ensuring comprehensive infrastructure development. These GPs have demonstrated entrepre-



Fig 17: VWSCs/community members meet to discuss PWS implementation by ensuring representation from all | Source: Water Aid India

neurship by maximizing the use of available resources, showcasing a model for others to follow.

In these Gram Panchayats, the Village Water and Sanitation Committee (VWSC) played a pivotal role in fostering a whole-of-community approach, co-creating the Piped Water Supply (PWS) plan with the community. Under the VWSC's leadership, the process gained credibility, and other key stakeholders, including village elders and political leaders, became actively engaged in implementation. Notably, the VWSC's efforts ensured that the scheme was tailored to meet the community's needs, sometimes necessitating replanning to benefit previously left-out habitations. This adaptability was crucial in achieving the ultimate goal of doorstep water supply, marking a significant success.

Several major advantages were evident from the VWSC's active and cohesive approach. The Village Water and Sanitation Committee's (VWSC) active and cohesive approach yielded several significant advantages. By engaging key community members in the decision-making process, a democratic system evolved, ensuring that diverse perspectives were represented. With VWSC members dispersed throughout the habitation, they could physically monitor ongoing work, verifying those materials and construction met agreed-upon standards. This collective ownership fostered a sense of shared liability and accountability among community members and contractors alike. A clear chain of command and control, flowing from the VWSC to other community-based organizations (CBOs), self-help groups (SHGs), and stakeholders, streamlined implementation dynamics. Ultimately, this cohesive mechanism promoted transparency, demonstrating significant value addition.

Financial Management and Resource Allocation

The creation of user committees (UC) or user groups (UG) as per the requirements of maintaining community infrastructure assets of the PWS system are integral to financial management. The overall purpose of the UC is to sustain the entire system through regular Operation and Maintenance (O&M), the need for a financial system to support O&M is critical and also laid out by the JJM guidelines.

In Andhra Pradesh, Gram Panchayats (GPs) have collaborated with local NGOs to establish a joint bank account, creating a financial mechanism for managing user fee collections and planning expenditures for operation and maintenance (O&M). While major expenditures are covered by GPDP funds, minor repairs are addressed through revenue generated from user fees. Notably, the joint account is owned by two democratically selected members of the user group, ensuring transparency and responsible management of the limited funds collected.

Key lessons learnt from Local Bodies (LBs)

The reinvigorated involvement of Local Bodies helps in decision making process in the context of community development projects. The involvement of Local Bodies particularly provides for a greater participation and transparency to ensure that everyone is aware, and the benefits are mutually agreed and implemented. This removes barriers that might arise later in implementation such as financial disagreements or land allotment issues, procurement issues or vendor management. The constitution of UG – under the aegis of VWSC – prevents institutional capture for private benefit and promotes a participatory system of voluntary contributions to ensure systems work. A major advantage is the possibility to focus on minute issues – technical management like pressure issues, households getting equitable access, dynamic reporting and problem solving while infrastructure is being done, fixing contribution amounts based on financial strengths and willingness to pay – leading to a vibrant locally managed community-led model.



Fig 18: Display of the overall PWS system and the associated investment from various sources in Reddikancheru Gram Panchayat in Vizianagaram. | Source: Water Aid India



With the slow progress of the JJM in Andhra Pradesh, the communities have been motivated to address pending gaps or complete lack of water supply by falling back on the local bodies that have statutory standings within the community. The combination of the revival of VWSCs and the smaller user groups within the VWSC-led community structure has uncomplicated matters. The simple structures have provided an assured mechanism for implementation. The communities have realised that by leveraging some external support the JJM scheme can be made more effective and beneficial to them. The lessons from the GPs in Chittoor and Vizianagaram in Andhra clearly demonstrate the need for a tripartite collaboration – community-local body, NGO-civil society and local government – to realise the desirable outcomes. In the long-term view,

these local bodies (including UGs) need to take further strength from these non-institutional and atypical collaborations to sustain these systems. However, the larger question that remains is the allocations that will be received by local bodies through PRI process of GPDP so major repairs can be addressed and infrastructure doesn't become defunct.

The experience of LBs involvement is making implementation more streamlined has not been devoid of challenges. The lack of locally available vendors, lack of technical expertise, some resource constraints in the form of capex investment in large infrastructure like an OHT and issues of governance that rural local bodies might face such as institutional or political capture are prevalent. However, the eventual

resolution of such matters through some higher-level support, be it local NGOs or government authorities, provides the confidence that these models are workable and sustainable.

The obvious case for assertion here is that the critical role of rural local bodies in the successful implementation of JJM. Not only does this resurrect the importance of decentralised governance in ensuring basic public goods for rural populations, but also reiterates the importance of decentralized governance in ensuring water security for all. Keeping the faith in this local governance through continuous strengthening of the local bodies through knowledge, capacity and finance will hugely support the future phases of JJM.



Fig 19: (Left) Before doorstep supply. (Right) After doorstep supply | Source: Water Aid India

The Political Economy of Revenue Generation for the Operation and Maintenance of Rural Water Supply Systems under Jal Jeevan Mission

- Ajaya Mohapatra, CEO, We The People - Key Resource Centre under NJJM

Introduction:

In line with the 73rd Constitutional Amendment Act and Entry 11 and 23 of the Eleventh Schedule of the Constitution of India, Gram Panchayats are provided administrative control for the provision of 'drinking water' and 'health and sanitation' at the village level. Considering the constitutional provisions, Jal Jeevan Mission (JJM), launched by the Government of India on 15th August 2019, aims at providing potable drinking water to every rural household through functional household tap connection (FHTC). Further, JJM assigned the responsibilities to Gram Panchayats and its sub-committee, i.e., Village Water and Sanitation Committees (VWSC)/ Pani Samitis play the pivotal role in planning, implementation, operation, maintenance and management (OM&M) of in-village water supply systems that include drinking water sources. JJM also made provisions for the Gram Panchayats and VWSCs to generate adequate revenue at the village level besides receiving grants under centrally sponsored schemes for sustainable O&M of rural water supply systems (RWSS).

One of the important aspects of JJM is the collection of water tariff, intended to ensure institutional,



Figure 20: Training of Level- 3 functionaries of Samba district, UT of Jammu and Kashmir on the O&M of Rural Water Supply Schemes (RWSS) under JJM in FY 2023-24.

Source : We The People

financial, operational and source sustainability of rural water supply systems. However, the implementation of water tariff collection at the village or community level raises various political economy considerations, reflecting the complex interplay of interests and power dynamics at play.

Definition of the Political Economy of Revenue Generation for the O&M of RWSS:

The political economy of the rural water supply systems in India under

JJM refers to the long-term and sustainable production, distribution and consumption of potable water under the single-village or multi-village rural water supply systems operated, maintained and managed by the community level institutions, i.e., Gram Panchayats and VWSCs with the support of women Self-Help Groups (SHGs) and other stakeholders.

The political economy of water tariff collection for sustainable operation, maintenance and management of rural water supply systems under JJM refers to the intricate interplay of political, social, and economic factors

² We the People is an empanelled Key Resource Centre (KRC) under the National Jal Jeevan Mission (NJJM) offering training to L2 and L3 functionaries on JJM in India. Since 2021, We the People- KRC trained over 10,000 Level-3 functionaries and 1000 Level-2 functionaries under JJM. Besides, it offers livelihood promotion services in India. It works in 21 States/ UTs in partnerships with the union and state governments, industries, international agencies and civil society organisations.





Figure 21: Exposure visits of L3 functionaries of Jaisinghnagar Block of Shahdol district, Madhya Pradesh to understand the role of GPs and VWSCs in raising community contributions for O&M | Source: We The People

that shape the process of setting the norms and collecting the water user-charges for the potable water supply services in rural areas. This concept encompasses the dynamics of governance, stakeholders' ownership and participation, resource allocation, and participatory decision-making processes surrounding the establishment and enforcement of water tariffs within the framework of JJM.

Water tariff collection under JJM in India is complex and multifaceted. It encompasses the challenges and opportunities associated with implementing user charges for rural water supply services, balancing affordability for users while ensuring sustainability and efficient resource management. Key considerations include equitable distribution, stakeholder engagement, accountability mechanisms, and the role of government policies in incentivising effective water management practices.

Components of the Political Economy Concept

Political Dynamics: This aspect involves the influence of government

policies, regulations, and political interests on water tariff policies and implementation. It also encompasses the role of political actors, such as elected representatives and bureaucrats, in shaping tariff structures and resource allocation.

Economic Considerations: The economic dimension involves assessing the financial and operational viability of rural water supply systems, determining appropriate tariff rates to cover operation,

maintenance and management costs, and balancing revenue generation with affordability for rural households. Economic factors also include the impact of water tariffs on household budgets, poverty alleviation efforts, and income distribution.

Social Factors: Community perceptions, norms, and attitudes towards paying for drinking water supply services and equity considerations constitute the social factors that influence the willingness of rural households to pay water tariff as well as their level of participation in decision-making processes related to operation, maintenance and management of rural water supply systems.

Institutional Framework:

The Institutional Framework involves governance structures, accountability mechanisms, and capacity-building efforts needed for efficient tariff collection and sustainable management of rural water supply systems. It includes the roles of government agencies, Panchayati Raj Institutions (PRIs), VWSCs, and other stakeholders in managing water resources and infrastructure.



Figure 22: Exposure visit of L2 Functionaries of PHED, Mizoram to the Sailam Model Village to learn the financial sustainability model | Source: We The People



Figure 23: Exposure visit of L2 functionaries of PHED, Meghalaya to Cherapunjee village of East Khasi Hills district, to learn about the revenue generation model of the VWSC for O&M of RWSS. | Source: We The People

Sustainability Objectives: The overarching goal of the political economy of water tariff collection under JJM is to ensure the long-term sustainability of rural water supply systems. It entails balancing short and long-term financial considerations with the need for infrastructure maintenance, system upgrades, source sustainability, greywater management, and environmental conservation to meet the objectives of JJM. It ensures access to potable drinking water by the rural households with adequate quantity, quality and regularity based on the prescribed norms.

Constitutional Provisions and the Central Government Policies: Entry 11 and 23 of the Eleventh Schedule of the Constitution entail provision of 'drinking water', and 'health and sanitation' to rural households is the responsibility of the Gram Panchayats, has a profound impact on public health.

In line with the 73rd Amendment to the Constitution of India, the 15th Finance Commission has recommended grants to Rural Local Bodies/ Panchayat Raj institutions (RLBs/ PRIs) for five years from 2021-22 to 2025-26. It has also identified

drinking water supply and sanitation as national priority areas for Rural Local Bodies therefore, 60% of the funds provided as a tied grant meant for a.) supply of drinking water, rainwater harvesting and water recycling and b.) sanitation and maintenance of open defecation free (ODF) status. The spirit of this grant is to enable RLBs to discharge their responsibility of providing assured tap water supply to every home and maintaining improved sanitation in villages, which has a profound impact on public health.³

State Policies on Revenue Generation: In line with the constitutional provisions, several states framed policies of entrusting the Gram Panchayats and VWSCs with the administrative control of providing assured potable water to every rural household through FHTC. The states have been assigned the responsibility of collecting water tariff and other user charges from domestic and non-domestic consumers to ensure sustainable operation, maintenance and management of rural water supply systems.

Section 10 (4), (5), (6), (8), (9), (10) & (11) of **Madhya Pradesh** Gram Panchayat (Rural Water Supply

Scheme Implementation and Management) Rules 2020 empowers VWSCs to decide the rates on water tariff, new connection charges, security deposits, penalties and fines for the domestic and non-domestic (institutional, commercial and industrial) users of the village having FHTC over and above the scheduled rates fixed by the state government. Further, Section 10 (10) delves into the social inclusion factor and says that the state has further empowered VWSCs to waive off monthly water tariff of up to 5-10 nos. of poor households in the village, primarily the Antodaya⁴ families, widows, and Persons with Disabilities (PwDs) with no stable income.

Similarly, Section 2.3 (4) of Chapter VII of the O&M Policy of the Rural Drinking Water and Sanitation Department, Government of **Karnataka**, empowers Gram Panchayats to fix and revise water tariff for water supply for all types of consumer connections and service levels about Single Village Schemes (SVS) and In-Village Distribution Network (IVDN). Top of Form

Section 2 of the **Odisha** O&M Guidelines for the Rural Water Supply Schemes deals with the monthly

³ Manual for the utilisation of 15th Finance Commission tied grants to Rural Local Bodies/ PRIs for water & sanitation (2021-22 to 2025-26), Government of India, Ministry of Jal Shakti, Department of Drinking Water & Sanitation, New Delhi, October, 2021.

⁴ Antyodaya families refer to the poorest of the poor households in India. These families typically lack basic amenities and are extremely marginalised. The term "Antyodaya" translates to "upliftment of the last person" and reflects the Government of India's commitment to ensuring that even the most vulnerable sections of society have access to essential resources and services.



water tariff for various types of connections. VWSCs are empowered to charge a minimum of Rs.60/- to domestic users and Rs.180/- to small commercial and small institutional connections per month as a water tariff. However, for the vulnerable households that include SC, ST and BPL, VWSC shall charge not less than 50% of the monthly tariff amount. Section (3) of the Odisha O&M guidelines deals with the penalties.

Section 13 of the **Andaman & Nicobar Islands** (Rural area) Water Supply Bye-laws, 2021 deals with the monthly incremental water tariff rates for domestic consumers, non-domestic consumers (institutions and commercial establishments), and housing societies based on actual meter readings. Sections 13 and 14 deal with penalties, interest and fines levied to the consumers for the late payment and breach of the provisions of the Bye-Laws.

It indicates the commitment of state governments and UT administrations to levying water tariff to the consumers for generating revenue at the village or Gram Panchayat level for promoting self-sustaining rural water supply systems under JJM.

Political Considerations, Local Governance and Community Dynamics: However, the revenue collection at the village level intersects with various political interests. At the central government level, though there is a push for fiscal sustainability and reducing the burden on the exchequer by promoting self-sustaining rural water supply systems under JJM, however, the implementation of user charges is subject to the political will and priorities of individual state governments. As mentioned above, by and large, most of the states and UTs have prioritised revenue generation by levying water tariff while considering the equity aspects,

besides have made provisions for imposing fines and penalties for late payments and violation of prescribed O&M policy guidelines by the users, while mostly Sarpanches (elected head of gram panchayats) especially men and community leaders often reluctant due to concerns about political backlash or equity considerations.

At the gram panchayat level, the dynamics of water tariff collection have been influenced by factors such as political compulsions, local governance structures, community participation, and socio-economic disparities. Gram Panchayats are responsible for water service delivery expected to navigate between ensuring affordability for low-income households and generating revenue for rural water supply systems operation, maintenance and expansion. Community buy-in and participation in decision-making processes are crucial for the implementation of levying water tariffs and other user charges.

The collection of water user charges often intersects with local governance structures. Village councils, gram panchayats, VWSCs and local leaders play a significant role in determining the implementation and acceptance of these charges within communities. Experience of We the People, an empanelled Key Resource Centre under the Jal Jeevan Mission, Ministry of Jal Shakti, Government of India, offered training to over 1500 PHED functionaries— Chief Engineers up to Junior Engineers, and over 12000 community level functionaries— elected representatives of gram panchayats, VWSC members, Anganwadi Workers and Accredited Social Health Activist (ASHA) across 15 States and Union Territories of India including the North-Eastern states from 2021-22 till 2023-24 found that the elected representatives of gram panchayats, especially

the Sarpanches are often influenced by political compulsions. Local politicians and elected representatives of gram panchayats feel compelled to make popular decisions that they believe will enhance their chances of winning elections or maintaining support from their political base. It involves taking positions against the collection of water tariff from consumers, reluctance in enforcing collection of water tariff as per the prescribed guidelines, making promises to constituents for a waive off water tariff once they get elected as Sarpanch or avoiding controversial actions that could alienate voters. It has resulted in an adverse economic impact on the operation, maintenance and management of rural water supply systems.

Field experience of 'We The People' reveals that most of the elected representatives of Gram Panchayats, primarily male Sarpanches, had the opinion that water user charges will burden rural households. On the contrary, during training and field exposure visits conducted by We The People- KRC across 15 States/UTs, when consumers/ water users explained the advantage of paying water tariff for getting potable piped water for domestic and drinking purposes on a long-term and sustained basis, i.e., reducing water-borne diseases and reduction in annual expenditure on medical bills, most of them expressed their willingness to pay the water tariff, provided they get regular potable piped drinking water with adequate quantity and quality as per the prescribed guidelines of JJM. Moreover, JJM guidelines also resonated that there is a willingness by the community to pay for water, provided there is assured service delivery.⁵

Afjal Aman, Executive Engineer, PHED, Shahdol, Madhya Pradesh

while advocating for the collection of user charges said that introducing user charges fosters a sense of ownership and accountability among water users. The same has been observed in a few gram panchayats of Shahdol district.

Mohd Hassan Lone, Executive Engineer, PHED, Kargil, UT of Ladakh said that water user charges collection promotes community participation and governance in water supply operation, maintenance and management. It strengthens local institutions, encourages collective decision-making, and fosters a culture of self-reliance, leading to sustainable water governance models.

Dr Gulam Nabi Itoo, Mission Director, Jal Shakti Department, UT of Jammu and Kashmir, said that “it is pivotal for the state government, political leaders, and elected representatives of gram panchayats to make concerted efforts and engage commu-

nity-based organisations particularly women self-help groups (SHGs) to collaborate with gram panchayats/ VWSCs in ensuring long-term and sustainable water user charges collection and its effective utilisation. Moreover, collaboration between government agencies, NGOs, Key Resource Centres (KRCs), Implementation Support Agencies (ISAs) and private sector entities can pool resources and expertise to address water supply challenges more effectively, he said.

Mr Lalropuia, Superintending Engineer, Rural Watsan Circle, PHED, Mizoram while sharing the success story of Sailam Village, Aibawk Block, Aizawl District which is 77 km away from Aizawl, said that regular collection of water user charges by the VWSC of the Sailam village fosters a sense of ownership and accountability among water users. He added that regular revenue generation, community participation and VWSC's leadership led Sailam Village towards

the path of institutional, financial, operational and source sustainability. It has encouraged individual households to value and conserve water resources, promoting responsible consumption and sustainable usage patterns.

The water users also accepted that the aim of water user charges is not to burden households but to ensure sustainability and maintenance of water infrastructure. They also agreed that the government's applicable water user charges are often minimal. Further, VWSCs are empowered to revise the water tariff downwards or waive off the charges for socio-economically poor households to ensure that charges are equitable and affordable for all, with provisions for subsidies or exemptions for the marginalised communities, who may struggle to pay.

The elected representatives, local community leaders and VWSC members accepted that water user



Figure 24: Preparation of Village Action Plan (VAP) using PRA in a Training of Level- 3 functionaries of Jaisinghnagar Block, Shahdol district, Madhya Pradesh focusing on water user charges collection from the rural households. | Source: We The People

⁵ Page 7, Chapter 1- Introduction, Pt. v, Operational Guidelines for the Implementation of Jal Jeevan Mission, Har Ghar Jal, Government of India, Ministry of Jal Shakti, Department of Drinking Water and Sanitation, National Jal Jeevan Mission, New Delhi, December, 2019.



charges collection at the village or gram panchayat level is complex and faces several practical challenges. It includes the establishment of transparent and accountable billing systems, addressing non-payment and default issues, building adequate competency at the VWSC level in ensuring that revenues are reinvested in water infrastructure and service improvements, providing support to VWSCs by the block/district administration for their safety and security especially women SHGs who were tasked to collect monthly water tariff and to tackle resistance or opposition from the vested interests mainly by the affluent families of the village who are unwilling to pay the water tariff.

However, senior PHED officials across States/ UTs recognized the potential to turn challenges into opportunities by:

- Leveraging innovative financing mechanisms, such as public-private partnerships or community-based financing models.
- Implementing community-owned, community-driven, and technology-enabled financial management systems to track income and expenditure.
- Enforcing bye-laws of VWSCs for the operation and maintenance (O&M) of rural water supply systems (RWSS).
- Introducing fines and penalties through Gram Panchayats/ VWSCs for delayed payments or defaults.
- Building consensus on the bye-laws during Gram Sabha meetings and ensuring their enforcement.
- Encouraging social audits through Gram Sabha meetings to promote transparency, accountability, and governance at the GP/VWSC level.

- Promoting greater financial autonomy at the local level for O&M of RWSS.
- Enhancing the skills of VWSC members in maintaining records and financial management.

During the post-follow-up training of Level-3 (community level) functionaries of Anuppur, Shahdol and Umaria districts of Madhya Pradesh conducted by We The People found that almost 60% of the gram panchayats/ VWSCs trained, were able to start collecting monthly water tariff or enhanced water tariff collection with the support of women self-help groups (SHGs), as an impact of its initial three days training followed by handholding support, and improved service delivery of GPs/ VWSCs in ensuring regular water supply at the village level. Several studies also indicate that

there may be initial reluctance nevertheless, rural households are willing to pay for improved water services, especially when they see the benefits of reliable and safe water access.

Conclusion

Revenue generation primarily through water user charge collection at the village or gram panchayat level represents a paradigm shift in O&M of rural water supply. By dispelling myths, embracing realities, and addressing challenges proactively, stakeholders can ensure the effective implementation of user charges as a tool for equitable and sustainable water supply. Ultimately, fostering a culture of responsibility, participation, and innovation is essential for achieving the overarching goal of universal access to safe and reliable water resources.

Factors determines the success of Water User Charges

	Equity and Social Justice
	Infrastructure Costs
	Community Ownership
	Governance
	Public-Private Partnerships
	Multi-Dimensional Approach
	Cross-Sectoral Collaboration
	Capacity-Building for Social and Behavioural Change
	Technological Integration

Promoting Family based Roof Top Rainwater Harvesting Systems in Sambhar Salt Lake region of Rajasthan, India

- Om Prakash Sharma, Chief Operating Officer, Water Wisdom Foundation

Since 2014, the Union Government under Hon'ble Prime Minister has advanced an ambitious national program to improve the lives of hundreds of millions of rural Indians. One of many flagship policies, called the Jal Jeevan Mission, launched in 2019, aims to connect every rural household to piped drinking water through taps.

Rajasthan is an arid and semi-arid state, where just over half of the state's households are now connected with piped water supply. There are challenges, such as regular and continuous water supply, that are yet to be addressed. For instance, rural communities in Dudu district highlighted occurrences where taps remain dry despite the completion of new infrastructure. In addition to these challenges, Dudu District is situated around 37 kilometres from India's largest inland Salt Lake, known as the Sambhar Salt Lake.

The contaminants like higher levels of fluoride and salinity are a health threat in this region. People in the region who drink water from the wells face a risk of suffering from skeletal fluorosis, a disease in which the bones are weakened due to ingestion of fluoride over a long period of time. Moreover, skeletal fluorosis is a debilitating condition for which there is no treatment. Preventing excess fluoride in drinking water is the goal in this region and its surroundings.

Collecting rainwater from rooftops or harvesting rainwater in ponds is seen as a cost-effective and sustainable



Figure 25: Bhuri Devi Kumhar from Charasada village of Dudu district with her RRWHS and small shop | Source: Water Wisdom Foundation

solution to improve the availability of safer drinking water, especially among marginalized communities. This becomes even more important where these communities are forced to compromise on the quality of drinking water as the groundwater is mostly saline and not suitable for consumption. Furthermore, rainwater harvesting mitigates the negative

effects of drought and water scarcity through simple, low-cost structures. Such works provide an adequate quantity of safe drinking water.

The stories of Bhuri Devi and Sunita Devi bring forward the positive impact of sustainable, low-cost, and safely managed drinking water supply can have on a rural family's life, especially



that of women. For instance, the story of Bhuri Devi illustrates this impact. Bhuri Devi and her family, with the help of Prayas Kendra Sansthan and Water Harvest UK, constructed the Roof Top Rainwater Harvesting System (RRWHS) of 15,000 Liter capacity more than 12 years ago. It supports their household of seven with water for over 9 to 12 months each year, replenishing with fresh water during the 28 days of average annual rainfall, which is sufficient to meet their water needs.

Bhuri Devi recalls the exhausting trips she and her daughters made to fetch water from the community well, walking four kilometres three times a day. But since the construction of their rainwater harvesting system, they've enjoyed clean rainwater, free from contaminants like fluoride. This has not only spared them the exhausting trips but also prevented joint pain, sickness, and diarrhoea.

With more time and better health, Bhuri Devi started a small shop and sewing business. Her son even found a wife who valued the autonomy that came with the rainwater harvesting system.

Sunita Devi, from Reta village in Dudu district, was the first in her village to install a Roof Top Rain Water Harvesting system in 2020. Initially, she had doubts, but once the system was complete, other families in Reta village were inspired to follow suit. Previously, Sunita Devi spent hours fetching water from Beri, 1 km away, making three trips a day, carrying 20 liters each time. As the primary water fetcher for her family, she couldn't pursue wage labor due to the time-consuming task. However, after the RRWHS was installed, she gained more time and started earning Rs 400/day through wage labor.

Over the past four rainy seasons, Sunita Devi's RRWHS has proven its worth. In 2020 and 2021, the rainwater lasted throughout the year, while

in 2022 and 2023, it lasted for 8 and 5 months, respectively. Recently, they refilled their RRWHS with a tanker for Rs 500. Sunita Devi notes that the system's success relies on adequate rainfall, but when rains are plentiful, her family relies less on water tankers. She also appreciates the sweet taste of the rainwater and the absence of body pain. The impact of Sunita Devi's and Bhuri Devi's rainwater harvesting systems has been significant, inspiring 500 families in 11 more villages to adopt the technology. With larger tanks capable of holding over 21,000 liters, these communities can now store enough water to last through drought years.

Rainwater harvesting systems were also installed in nine schools, including Roshanpura Primary School, which has 28 students. With the support of Water Harvest UK and Prayas Kendra Sansthan, a 40,000-liter capacity RRWHS was constructed in 2019. Previously, students had to walk 100-150 meters to access drinking water from a hand pump, which was salty and had high TDS levels. This daily task took around 10-15 minutes, distracting from their studies, especially for younger children who struggle with concentration. Teachers had to invest extra effort to keep students focused, particularly during the summer season. Although the hand pump provided water quickly, it remained a tedious task for small children.

The installation of the RRWHS has brought significant relief to the students of Roshanpura Primary School. They can now access clean drinking water within the school premises, eliminating the need to venture out. According to the Headmaster, the harvested rainwater lasts throughout the year, ensuring a consistent supply. The school uses a motor to pump water from the main tank to a 500-liter storage tank, which is then piped to a tap, making it easily accessible to the students. This convenient system has brought joy to

the students, who no longer have to struggle to fetch water. The RRWHS is annually cleaned to maintain its functionality.

To ensure the long-term benefits and sustainability of the RRWHS, a Village Development Committee, also known as Pani Panchayat, is established in every village. This committee comprises representatives from all communities, fostering inclusivity and collective ownership. The committee's responsibilities extend beyond selecting the deserving families for RRWHS construction; they also oversee the project's implementation and maintenance, guaranteeing the system's optimal performance and longevity.

These examples underscore the vital importance of safely managed drinking water supply at the household level. By embracing small-scale, local solutions, we can alleviate the pressure on government piped water systems, ultimately contributing to our collective goal of ensuring every family has access to safer, potable drinking water.

Rajasthan has long faced water scarcity, but a lack of community engagement and ownership can lead to overconsumption. Local, decentralized water harvesting solutions can play a vital role in supporting water supply schemes, ensuring their sustainability over a longer period. This aligns with the vision of the **Jal Shakti Abhiyan: Catch The Rain (JSA-CTR)** Campaign, which emphasizes the importance of community-led initiatives in water conservation.

Amidst shifting rainfall patterns in Rajasthan, improving access to safe water through rainwater harvesting offers a sustainable and cost-effective solution. In this context, small-scale, locally managed water harvesting initiatives in Rajasthan represent a crucial step towards climate adaptation, enhancing the state's resilience to changing weather patterns.

The Role of Sector Partners, Development Partners, Corporates, RWPF Partners, and Other Agencies in Enabling Community-Level Participation in Decision-Making Processes Pertaining to Rural Water Supply under Jal Jeevan Mission

- Amit Pawar, National Lead, RWPF & Priyanka Khanna Pawar, Strategy Advisor, Indian Society of Clinical Oncology (ISCO)

Introduction

India's rural water supply challenges have historically been significant, particularly in terms of ensuring equitable access to safe and reliable drinking water. In response to these challenges, the Government of India launched the Jal Jeevan Mission (JJM) in 2019, with the aim of providing Functional Household Tap Connections (FHTCs) to every rural household by 2024. A key aspect of this mission is the emphasis on community-level participation in

decision-making processes, which is essential for the sustainability and long-term success of the initiative.

The involvement of various stakeholders – sector partners, development partners, corporates, Rural WASH Partners Forum (RWPF) partners, and other agencies – has been crucial in fostering community engagement and ensuring that the voices of rural communities are heard and considered in the planning and implementation of water supply projects. This article explores the role

of these stakeholders in enabling community-level participation and highlights the importance of local bodies in the successful execution of the Jal Jeevan Mission.

The Importance of Community-Level Participation in JJM

Community participation is the cornerstone of the Jal Jeevan Mission, as it ensures that the needs and preferences of rural populations



Fig 26: Community in action through PRA exercise in Anand District, Gujarat | Source: UNICEF



are considered in the design and implementation of water supply schemes. When communities are involved in decision-making processes, they are more likely to take ownership of the projects, leading to better maintenance, management, and sustainability of the water supply systems.

Community participation in JJM is facilitated through various mechanisms, including the formation of Village Water and Sanitation Committees (VWSCs), which are responsible for planning, implementing, managing, operating, and maintaining the village water supply systems. These committees are typically composed of members from the local community, including women and marginalized groups, ensuring that the interests of all sections of the population are represented.

In addition to VWSCs, Gram Panchayats (local self-government bodies at the village level) play a crucial role in the decision-making process. The involvement of these local bodies ensures that water supply schemes are tailored to the specific needs and circumstances of each village, taking into account factors such as water availability, local geography, and socio-economic conditions.

Role of Sector Partners in Enabling Community Participation

Sector partners, including NGOs, civil society organizations, and research institutions, have been instrumental in promoting community participation in the Jal Jeevan Mission. These organizations bring expertise in areas such as community mobilization, capacity building, and participatory planning, which are essential for engaging rural communities in the decision-making process.

One of the key contributions of sector partners is the facilitation of community-led initiatives, where villagers are encouraged to identify their own water needs, develop solutions, and take ownership of the implementation process. This approach not only empowers communities but also ensures that the water supply systems are designed in a way that is sustainable and responsive to local conditions.

Sector partners also play a vital role in building the capacity of local institutions, such as VWSCs and Gram Panchayats, by providing training and technical support. This helps to strengthen the governance of water supply systems and ensures that communities are equipped with the knowledge and skills needed to manage these systems effectively.

Development Partners and Their Role in Community Engagement

Development partners, including international organizations, bilateral agencies, and multilateral institutions, have provided significant support to the Jal Jeevan Mission in the form of funding, technical assistance, and knowledge sharing. These partners have been particularly effective in promoting community-level participation by integrating best practices from global water supply initiatives and adapting them to the Indian context.

One of the key contributions of development partners has been the promotion of participatory approaches to water management, which involve communities in every stage of the project lifecycle – from planning and design to implementation and monitoring. By emphasizing the importance of community engagement, development partners have helped to create a culture of participation within the JJM

framework, ensuring that water supply schemes are not only technically sound but also socially inclusive.

Development partners have also been instrumental in promoting the use of innovative technologies and data-driven approaches to enhance community participation. For example, the use of Geographic Information Systems (GIS) and mobile applications has enabled communities to map their water resources, monitor water quality, and track the progress of water supply projects. These tools have empowered communities to take a more active role in the management of their water resources, leading to better outcomes in terms of water availability and quality.

Corporate Involvement in Promoting Community Participation

Corporates have also played a significant role in enabling community participation under the Jal Jeevan Mission through their Corporate Social Responsibility (CSR) initiatives. Many companies have recognized the importance of supporting rural water supply schemes as part of their broader commitment to social and environmental sustainability.

Through CSR programs, corporates have funded a wide range of activities aimed at promoting community participation in water supply projects. These activities include awareness campaigns, capacity-building workshops, and the provision of technical assistance to local communities. By leveraging their resources and expertise, corporates have helped to bridge the gap between government initiatives and community needs, ensuring that water supply schemes are both effective and sustainable.

In addition to funding and technical support, corporates have also contributed to the JJM by promoting the adoption of sustainable practices in water management. For example, some companies have introduced water-efficient technologies and practices in rural areas, helping communities to optimize their water use and reduce wastage. These initiatives have not only improved the efficiency of water supply systems but also enhanced the resilience of rural communities to water scarcity and other environmental challenges.

RWPF Partners and Their Role in Enabling Community Participation

The Rural WASH Partners Forum (RWPF) is a platform that brings together a diverse group of stakeholders, including government agencies, NGOs, development partners, and corporates, to promote community participation in rural water supply and sanitation initiatives. The RWPF has played a critical role in facilitating collaboration and coordination among these stakeholders, ensuring that community needs are at the forefront of the decision-making process.

One of the key contributions of RWPF partners has been the promotion of multi-stakeholder approaches to water management, where communities, local bodies, and other stakeholders work together to develop and implement water supply schemes. This approach has been particularly effective in fostering community ownership of water projects, as it ensures that all stakeholders are involved in the decision-making process and have a stake in the success of the project.

RWPF partners have also been instrumental in promoting the use of participatory tools and methodologies, such as Participatory Rural Appraisal (PRA) and Social Mapping, which enable communities to assess their water needs, identify solutions, and monitor the progress of water supply projects. By empowering communities to take a more active role in the management of their water resources, these tools have contributed to the sustainability and long-term success of JJM initiatives.

Involvement of Local Bodies in JJM

Local bodies, particularly Gram Panchayats, are the primary institutions responsible for the planning, implementation, and management of water supply schemes under the Jal Jeevan Mission. Their involvement is critical to ensuring that water supply projects are responsive to local needs and conditions, and that communities are actively engaged in the decision-making process.

One of the key roles of local bodies in JJM is to facilitate the formation and functioning of VWSCs, which are responsible for managing the day-to-day operations of village water supply systems. By providing technical and administrative support to these committees, local bodies help to ensure that water supply schemes are well-managed and sustainable in the long term.

Local bodies also play a crucial role in promoting community participation through their role in organizing Gram Sabhas (village assemblies), where villagers are given the opportunity to discuss and make decisions on water supply issues. These assemblies

provide a platform for communities to voice their concerns, share their experiences, and participate in the planning and implementation of water supply projects.

Conclusion

The success of the Jal Jeevan Mission in providing safe and reliable drinking water to every rural household in India depends on the active participation of communities in the decision-making process. Sector partners, development partners, corporates, RWPF partners, and other agencies have all played a crucial role in enabling community-level participation, ensuring that water supply schemes are not only technically sound but also socially inclusive and sustainable.

The involvement of local bodies, particularly Gram Panchayats, is also essential to the success of JJM, as they provide the institutional framework for community participation and ensure that water supply projects are responsive to local needs and conditions.

By working together, these stakeholders can help to create a more equitable and sustainable water supply system for rural India, ensuring that every household has access to safe and reliable drinking water. As the Jal Jeevan Mission continues to progress, it is essential that the focus on community participation remains central to its implementation, as this is the key to achieving the long-term success and sustainability of the initiative.



Enhancing Community Ownership in JJM: Five Key Innovative Strategies for Water Custodians

- Torsha Dasgupta, Trisha Thomas & Alika Raina, Global Health Strategies

Jal Jeevan Mission (JJM), launched with the ambitious goal of providing safe and adequate drinking water to every rural household, has been transformative in improving the lives of millions across India. Having already reached over 15 crore households, JJM operates through a comprehensive framework that connects stakeholders from the national, state and local governments to the communities. This synergy has driven India's shift from centralized water planning to local water governance.

Reflecting on the progress made over the last five years, one insight stands out as particularly critical: the success of welfare programs hinges

on the active involvement and participation of local communities. At the heart of this community engagement are Pani Samitis/ Village Water and Sanitation Committees (VWSC) and Gram Panchayats (GPs), who serve as water custodians at the local level.

Pani Samitis play a crucial role in water management by collaborating with local panchayats to identify water sources, plan water supply schemes, and maintain water infrastructure. They also organize awareness campaigns on water conservation, hygiene, and the importance of clean water, often conducting workshops in schools to educate students on water-saving

practices. Meanwhile, GPs are closely involved in monitoring water quality through regular testing and reporting to ensure safe drinking water for all households. Additionally, they oversee the maintenance of water supply systems, ensuring the repair of broken pipelines and the upkeep of water tanks.

This decentralized, community-managed approach promotes responsive leadership at the grass-roots level and instills a sense of collective responsibility. Pani Samitis and GPs have successfully bridged the gap between the mission's objectives and the realities on the ground. Leveraging their deep understanding of their community's



Fig 27: Community in action Singanallur Village, Chamaranajanar District, Gujarat | Source: UNICEF

needs, challenges, and strengths, Pani Samitis and GPs have tailored JJM to hyperlocal contexts. This has been especially vital in determining and collecting user charges, instituting behavioural nudges to avoid water wastage, and promoting prudent spending at the village level.

As JJM advances beyond its five-year mark and charts its future course, there is a growing emphasis on making the mission completely community-owned. This transition will necessitate an even larger role for Pani Samitis and GPs in fostering a culture of water stewardship within communities, where the sustainable use and management of water resources become collective responsibilities. Such an approach is critical to achieving the goals of water conservation, greywater management, and sustainable water practices.

To deepen engagement with these local water custodians, and ensure the long-term sustainability of water resources, the national and state mission teams, with support from Rural WASH Partners Forum (RWPF) may consider some of the following **strategic approaches**:

- I. **Introducing incentives** for Pani Samitis and Gram Panchayats, who excel in promoting water conservation and greywater management by rewarding their efforts. This could take the form of awards, public recognition, or even financial incentives that can be reinvested in local water management projects. This will likely motivate them to maintain high standards and encourage other Panchayats to adopt similar practices.
- II. **Empowering *Jal Sahelis*** – groups of women volunteers involved in water resource planning, management and conservation – by capacitating them to lead

community water body restoration drives. In Rajasthan, *Jal Sahelis* successfully led the restoration of local ponds – a key water resource in the semi-arid region of Rajasthan – through advocacy efforts, which included educating local communities on the importance of conserving water resources. These initiatives should be scaled up and replicated across other regions.

- III. **Facilitating *Jal Jashn* festivals** at the block/village level to celebrate local water conservation efforts with annual festivals or fairs that feature activities like rainwater harvesting demonstrations, greywater recycling exhibitions, and storytelling sessions on traditional water conservation practices. These festivals can also include competitions for the best water-saving ideas, encouraging community innovation.

- IV. Encouraging community groups or families to **"adopt" local water sources**, such as wells, ponds, or rivers. Under this initiative, adopters would be responsible for the regular upkeep of these water sources, including cleaning, monitoring water quality, and ensuring that the surrounding environment is free from pollutants. To support their efforts, adopters should be trained to use the Citizen Corner feature on the JJM website, which provides resources, tools, and guidance for effective maintenance. This approach not only supports the immediate upkeep of water sources but also aligns with the mission's goal of source sustainability, ensuring that these vital resources are preserved for future generations.

- V. **Introducing gamified challenges** to engage households in water-

saving initiatives, such as reducing water usage, implementing rainwater harvesting, or recycling greywater. For example, a "Water Warrior Challenge" could award points to households for reducing their water consumption or for installing innovative rainwater harvesting systems. By incorporating friendly competition and recognizing achievements, these challenges can drive widespread adoption of water conservation practices and foster a culture of sustainability within the community.

In addition to these strategies, it is crucial to focus on capacity building for both demand and supply-side audiences. Providing targeted training and resources to local leaders, water management personnel, and community members will enhance their ability to implement and sustain water conservation practices. Coupled with this, sustained IEC activities are essential to disseminate information, address emerging issues and local needs, and convey the message of water stewardship.

As JJM progresses towards reaching every household in India, its success will be defined by fostering collaborative approaches that integrate innovative strategies with active community participation. The role of local custodians in water management is pivotal for achieving the mission's goals of water conservation, sustainable use, and effective maintenance. Moving forward, it is vital to continue empowering communities, building capacities, and reinforcing communication efforts to sustain and enhance these achievements. Through collective effort and shared responsibility, we can secure a future where safe and adequate drinking water is a reality for every rural household in India.



Local Bodies Leading the Jal Jeevan Revolution

- Shailika Sinha, NJJM

Water, once perceived as an infinite resource, has transformed into one of the most critical resources in contemporary India. This shift in perspective has been necessitated by the growing pressures on water resources, driven by population growth, industrialization, and climate change. Jal Jeevan Mission (JJM), launched in 2019, is a response to these mounting challenges. It not only aims to provide safe drinking water to every rural household but also to transform the way communities perceive and use water. Central to this transformation is the role of local bodies in driving behavioural change and instilling a sense of responsibility and accountability among citizens.

The Vision Behind Jal Jeevan Mission

The profound words of Mahatma Gandhi, *“Just as the whole universe is contained in the self, so is India contained in the villages,”* reflect the essence of India's rural identity and its development. JJM is a testament to this vision.

As of now, the Mission has achieved a remarkable milestone, providing tap connections to more than 15 crore rural households, up from a mere 3.23 crore at the time of its launch. This incredible progress is not just a number but a significant leap towards improving the quality of life in rural India. However, this success story is not solely the outcome of top-

down governance; it is rooted in the active participation of local bodies, including Village Water and Sanitation Committees (VWSCs), Self-Help Groups (SHGs), Gram Panchayats and others.

Strengthening Governance: Citizen Engagement and Accountability

One of the core principles of JJM is its community-centric, bottom-up approach. Unlike several other schemes, which often relied heavily on centralized planning and execution, JJM emphasizes local participation and ownership. This paradigm shift is crucial, as it ensures that the solutions are tailored to the specific needs of each village, making the

implementation more effective and sustainable.

The local bodies in JJM, particularly VWSCs, SHGs, Community-based Organizations and Gram Panchayats, have played an instrumental role in this approach. These institutions have been the bedrock of JJM's strategy, ensuring that the Mission is not just about infrastructure but about building resilient communities.

Village Water and Sanitation Committees (VWSCs)

These committees are formed at the village level, comprising local residents, and are responsible for planning, designing, implementing, and managing water supply schemes.



Fig 28: Formation of VWSC at the Gram Sabha, Madhya Pradesh
Source: PHED, Madhya Pradesh

VWSCs ensure that the water supply schemes are community-owned and operated, thereby promoting a sense of responsibility and accountability among the villagers.

As per current data⁶, over 5.14 lakh VWSCs have been formed across India. In VWSCs, at least 50% members are women. These committees have been pivotal in identifying the local water sources, ensuring their sustainability, and monitoring the quality of water supplied to households. Moreover, VWSCs have been instrumental in mobilizing community participation, conducting awareness programs on water conservation, and promoting behavioural changes related to water use.

Self-Help Groups (SHGs)

Self-Help Groups (SHGs) have long been recognized as powerful agents of change in rural India. Under Jal Jeevan Mission, SHGs have taken on a new role – that of water warriors. These groups, predominantly consisting of women, have been engaged in various activities related to water supply and management.

SHGs have been involved in the construction and maintenance of water infrastructure, such as rainwater harvesting systems and ground-water recharge structures. Additionally, they have played a crucial role in

water quality testing, ensuring that the water supplied to households is safe for consumption. The involvement of SHGs in JJM has not only empowered women but has also ensured that water management is more inclusive and sustainable.

Women have been particularly significant in this movement, especially in the area of Field Test Kits (FTKs) for water quality testing. Women-led Self-Help Groups (SHGs) and other local women leaders have been trained to use FTKs to monitor the quality of water in their communities. This not only empowers women but also ensures that the water being used is safe for consumption, thereby improving public health outcomes.

Gram Panchayats: The Pillars of Rural Governance

Gram Panchayats, the grassroots institutions of rural governance, have always been central to India's developmental agenda. Under Jal Jeevan Mission, their role has been further amplified. Gram Panchayats are responsible for the overall governance of water supply schemes at the village level. They work in close coordination with VWSCs and SHGs to ensure that the water supply schemes are implemented efficiently and meet the needs of the community.

The involvement of Gram Panchayats has been critical in addressing the challenges of water scarcity and ensuring the sustainability of water resources. They are responsible for mobilizing funds, ensuring proper maintenance of water supply infrastructure, and resolving disputes related to water use. Moreover, Gram Panchayats have played a crucial role in promoting water conservation practices, such as rainwater harvesting and watershed management, to ensure the long-term sustainability of water resources.

Towards a Healthier Future: Co-Creating Change

The success of Jal Jeevan Mission is inextricably linked to the active participation and leadership of local bodies. The Mission's focus on service delivery, sustainable employment, gender equality, and region-specific solutions is driving meaningful change. It is a collaborative effort that is co-creating a future where water is managed wisely, communities are empowered, and the well-being of crores of people is secured. JJM is laying the foundation for a future where every household has access to clean water, and every community has the skills to manage it effectively.

FTK Testing Status as on 23.08.2024

Women trained for testing water samples using Field Testing Kit (FTK)

24,65,919

Villages where women trained for testing water samples using Field Testing Kit (FTK)

5,06,574

Source: JJM-IMIS dated 23rd August 2024

*Jal Jeevan Mission
brings smiles to all,
From kids to elders,
big and small.
In every corner,
water flows,
And with it,
happiness grows.*



⁶ JJM Report as on 23rd August 2024



Transforming Water Supply Services Through Jhar-Jal Portal in Jharkhand

JHAR - JAL Portal, awarded the SILVER AWARD of the National Awards for e-Governance Scheme 2023-2024

- Lopamudra Panda, PMU-PMCB, NJJM with inputs from DWSD, Jharkhand

Water is life, but for many in remote areas of India, access to clean and reliable water has been a persistent challenge. For years, citizens in the Left-Wing Extremism (LWE) affected regions of Jharkhand struggled with inadequate water supply services. Grievances went unheard, problems lingered for months, and hope for a sustainable solution seemed distant. This was the reality until the advent of the Jhar-Jal Portal, a digital revolution that has transformed water management and service delivery in the state by the Drinking Water & Sanitation Department

(DWSD), Jharkhand under the aegis of Jal Jeevan Mission – Har Ghar Jal programme.

Recently the Jhar Jal portal has selected for the Silver Award under the category 'Application of Emerging Technologies for Providing Citizen Centric Services' of National Awards for e-Governance Scheme 2023-2024. Under this the DWSD Jharkhand will receive a trophy, certificate and 5 lakh cash. The award will be conferred during the 27th National Conference on e-Governance (NCEG) scheduled to be held at Mumbai this year.

Imagine living in the heart of Saranda Forest, a region so remote that basic amenities are a luxury. Ankita Mahato, a resident, once faced this harsh reality. When the only hand pump in her village became non-functional, the task of getting it repaired was daunting. She had to navigate through multiple bureaucratic layers, with no assurance that her complaint would even be addressed. This was a common experience for many, as the lack of a robust grievance redressal system meant that water supply issues were often left unresolved.



Jhar-Jal Portal
Drinking Water and Sanitation Department, Jharkhand

"Digital platform has enabled the department in ensuring equitable and safe drinking water supply to'all."

Tollfree No. : 1800-3456-502 | WhatsApp : 94701-76901 | Toll Free : 0651-2482140 | Email : callcentredwsd.jharkhand@gmail.com

Fig 29: Connect Jhar-Jal Portal | Source - DWSD Jharkhand

Before the Jhar-Jal initiative, grievances were registered in random registers, and follow-up actions were inconsistent at best. The absence of a transparent system, combined with the geographical inaccessibility of many areas, meant that citizens were left in the lurch, eroding trust in the government.

The Jhar-Jal Portal was launched on December 23, 2021, by DWSD Jharkhand, with the support of UNICEF and the Jharkhand Space Application Centre (JSAC). This portal is more than just a digital platform; it is a beacon of hope for millions. The web-based grievance redressal mechanism at its core ensures that issues are addressed swiftly and efficiently, revolutionizing how water supply services are managed in the state.

The success of Jhar-Jal lies in its comprehensive approach. The portal is equipped with emerging technologies like the Internet of Things (IoT) for real-time monitoring, Artificial Intelligence (AI) and Machine Learning (ML) for improved administration, and Geographic Information System (GIS) technology for mapping water sources. The integration of these technologies allows for a level of service delivery and transparency that was previously unimaginable.

The African proverb, *"If you want to go fast, go alone. If you want to go far, go together,"* aptly describes the approach taken by the DWSD. The department engaged in a systematic stakeholder mapping exercise to identify and involve all relevant parties. From JalSahiyas and PRI members to local families and government officials, every stakeholder plays a crucial role in the success of the Jhar-Jal initiative.

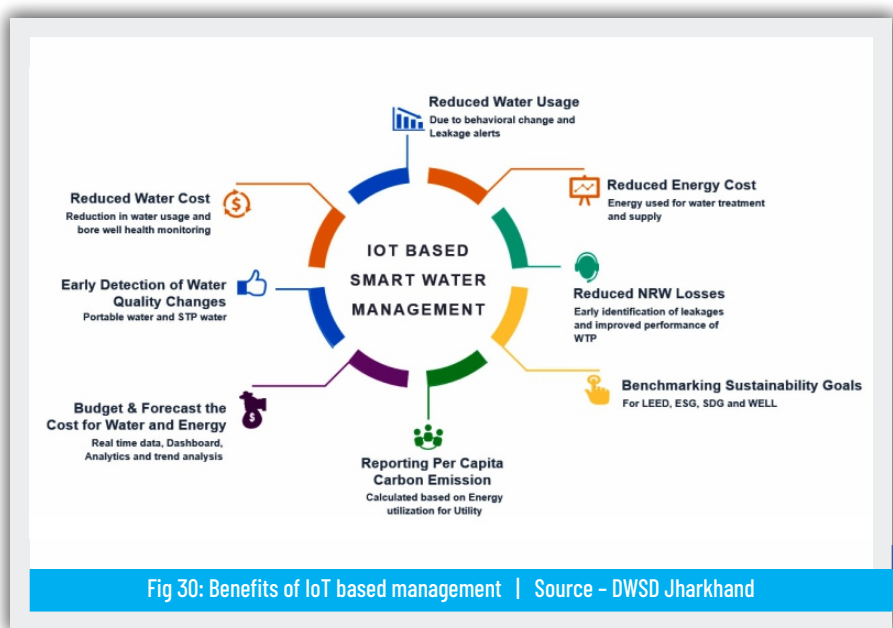
With over 62 lakh families and 3.15 crore citizens across 24 districts and 263 blocks involved, the scale of this initiative is immense. The portal (jharjal.jharkhand.gov) operates through multiple channels, including a toll-free number (**1800-3456-502**), a mobile app, WhatsApp (**9470176901**), and email (callcentredwsd.jharkhand@gmail.com), making it accessible to even the most remote communities. People can register their grievances, receive updates via SMS, and track the status of their complaints, ensuring transparency and accountability at every level.

The incorporation of drone technology for mapping water sources in inaccessible areas, coupled with real-time monitoring through IoT, has enhanced the efficiency and effectiveness of the water supply services. These technologies have not only improved service delivery but have also significantly reduced the response time for addressing grievances—from months to less than 48 hours.

The Jhar-Jal Portal has an impressive 93% of grievances redressal track. The portal has empowered over 52,000 department personnel by holding them accountable for their actions, fostering a culture of transparency and good governance.

In regions with particularly vulnerable tribal groups (PVTGs) and LWE-affected aspirational districts, the Jhar-Jal initiative has extended the benefits of safe drinking water, bringing hope and improved living conditions to some of the most marginalized communities. The digital platform has also played a pivotal role in promoting gender equity, with 147,975 women in 29,595 villages empowered through skillful training initiatives.

By addressing the root causes of inefficiencies and involving stakeholders at every level, the initiative has created a model that not only improves service delivery but also fosters trust and accountability.



From Floods to Faucets: Majuli's Transformation through the Jaldoot Programme

- Arnav Kumar Baruah, Assistant Mission Director, JJM, Assam & Sujata Gautam, State Coordinator, UNOPS, Assam

In the heart of Assam, unfolded a quiet revolution for sustainable water management. The Jaldoot Programme, an innovative initiative under Jal Jeevan Mission (JJM) Assam, is transforming the way communities manage water resources. By empowering youth and fostering community participation, Jaldoot is ensuring sustainable water management and enhanced water security.

Majuli: A Triumph of youth-led water management

Majuli, the world's largest river island, with a total area of 352 square kilometres (136 square miles), has emerged as a shining example of success under the Jaldoot

Programme, illustrating the impact of youth-led water management initiatives. Known for its rich cultural heritage and susceptibility to floods, Majuli faces severe challenges in ensuring safe and reliable water quality. Despite the risks, many villagers continued consuming traditional sources of water for domestic needs and remained susceptible to water borne diseases.

However, there was a paradigm shift in community behavior once *Jalshalas* started to kick off in Majuli. The students, empowered through the *Jalshalas*, started to understand the correlation between various demographic indicators like access to safe water, community health and socio-economic conditions of the

local populace. This triggered them to see value in the water provided through the Jal Jeevan Mission schemes and they embarked on a campaign to sensitize the community on the same. The Jaldoots from Ratanpur High School of Majuli took on the challenge by launching innovative awareness campaigns, including street plays, cycle rallies, and interactive sessions with villagers.

Their efforts effectively addressed the threat of water-borne diseases, leading to a significant shift in community behavior. As a result of these initiatives, over 300 previously hesitant residents of Ratanpur village under Ujoni Majuli Development Block, from Ratanpur Gayan PWSS have now started paying water tariffs, recognizing the value of safe water towards Operation and Maintenance of the water supply scheme.

Attributable to the success of Ratanpur Gayan village erstwhile reluctant villages of Majuli like Luitporia village have also gradually started appreciating the efforts of JJM and have shown interest in taking an active role in operation and maintenance of the schemes. Majuli's story underscores the transformative potential of youth engagement in driving positive change at the grassroots level where the programme has redefined community involvement and delivered tangible benefits to its residents.



Figure 31: An elderly water user proudly showing the receipt of payment towards water tariff | Source: PHED Assam

The vision and approach of the Jaldoot Programme

At the heart of the Jaldoot initiative are the JalDoots, students from classes 8 to 12, who are leading the charge of Piped Water Supply Schemes of JJ. They had undergone through a comprehensive two-day interactive workshop called **"Jalshala"**. This workshop equipped them with essential knowledge and skills, to champion Water, Sanitation, and Hygiene (WASH) in their communities.

The Jaldoot Programme aims at creating student champions who assess the state of Piped Water Supply Schemes (PWSS) in their locality among other activities like spreading awareness on Safe Drinking Water, Water Quality, Water Conservation, Community Participation, safe sanitation practices, Hygienic behavior etc.

With over 900 **Jalshalas** conducted, reaching more than 35,000 students, the impact is palpable. Additionally, 33 **JalAddas**, akin to alumni meets, have been held, providing a platform for district-wise top Jaldoots to exchange and share ideas.

The three key pillars of Jaldoot's strategy is built on:

1. Engagement of Young School Students:

The programme recognizes the potential of school students as powerful agents of change within their communities. By educating students about WaSH, the programme empowers them to raise awareness and influence their families, friends, and neighborhoods. This engagement not only spreads awareness on WaSH and thereby ensures sustainability of JJM water infrastructure but also fosters a sense of responsibility among the younger generation, ensuring that they



Figure 32: Jaldoots during Jal Shala | Source: PHED Assam

develop 21st century skills and grow up as responsible citizens.

2. Use of Technology:

Technology plays a crucial role in keeping the participants engaged and informed. The Jaldoot programme leverages digital tools such as interactive WhatsApp chatbots, which provide students with real-time information, quizzes, and guidance on water-related topics. Leaderboards (digital scorecards) and changemaker profiles (personalized profile pages) are integrated to add an element of competition and motivation, encouraging students to actively participate and track their progress.

3. Motivation Through Rewards and Recognition:

To sustain engagement and encourage ongoing participation, the Jaldoot programme incorporates a system of rewards and recognition. Students and trainers who demonstrate outstanding efforts are acknowledged through platforms like the Jal Sewa Awards and Jal Jeevan Sammelans. By celebrating achievements, the programme boosts morale and highlights best practices that can be replicated in other regions, further amplifying its impact.

Conclusion: A model for sustainable development

The Jaldoot Programme stands as a model for sustainable development, demonstrating how education, community engagement, and practical action can come together to address critical water-related issues. Its success in Assam and the subsequent national recognition highlights the potential for similar initiatives to make a significant impact across India.

Recognized by the Government of India, the Jaldoot Programme is a model for nationwide replication, with the Ministry of Education and CBSE instructing schools to implement it. By adopting the principles of the Jaldoot Programme to local conditions and fostering a culture of water conservation and management, India can move towards a more sustainable and water-secure future.

In the words of a young Jaldoot from Assam, *"Water is life, and by saving it, we are saving our future."* This simple yet profound message encapsulates the essence of the Jaldoot Programme and its mission to create a better, more sustainable world for generations to come.



Jal Jeevan Mission launched “Tap water: Safe Water- Awareness Challenge”

- Amit Ranjan, IEC Specialist, NPMU

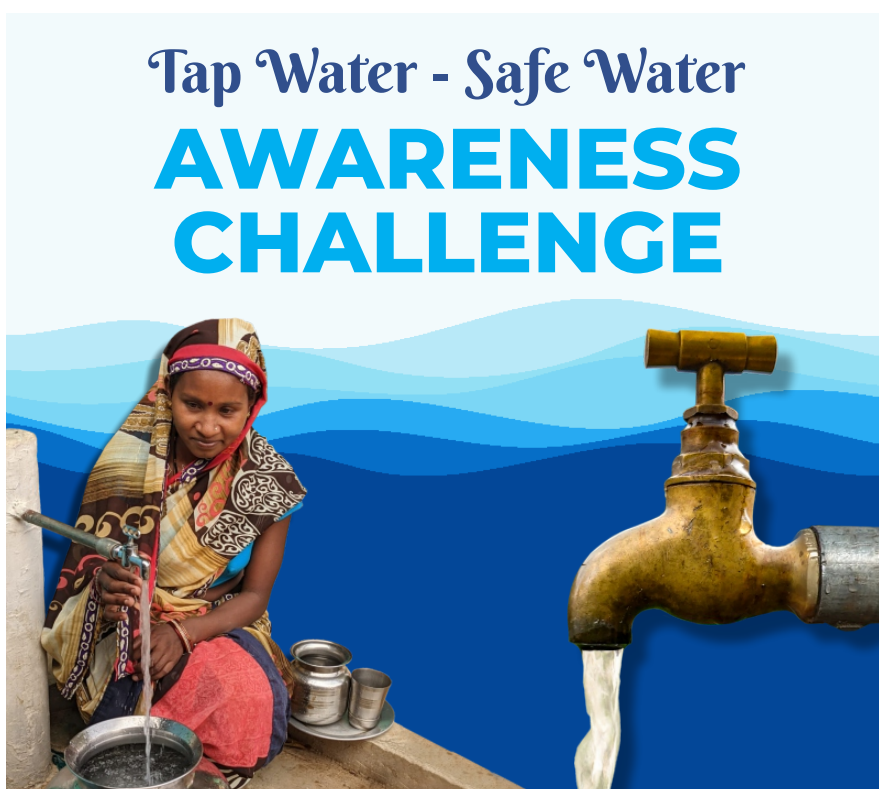
The Department of Drinking Water & Sanitation, Ministry of Jal Shakti in collaboration with MyGov launched an unique challenge that invites creative minds across India to play a pivotal role in a special movement. This initiative aims to create mass awareness about water quality issues in rural India through a multi-mode communication campaign, addressing common myths and misconceptions surrounding tap water.

The challenge: Break myths and spreading awareness

The challenge seeks to address five prevalent myths surrounding tap water:

- Myth 1:** Tap water is not safe to drink.
- Myth 2:** Tap water is not rich in minerals.
- Myth 3:** Tap water tastes bad because of its poor sanitary quality or chlorination used
- Myth 4:** Tap water has a high amount of TDS.
- Myth 5:** Tap water is stored water and it is not fresh.

By participating in this challenge, individuals and organizations can help create a robust multi-mode communication campaign that effectively addresses these myths and promotes the importance of safe and clean drinking water.



Participation Details

Eligibility: The challenge is open to participants from across India, including media houses, creative development agencies, multi-media agencies, college students, established organizations, recognized institutes/NGOs, professionals, and others.

Campaign Requirements: The participants of the multi-mode communication campaign should include the following mandatory fields:

- ◆ A catchy title and subtitle

- ◆ A clear theme aligning with the JJM campaign objectives
- ◆ A comprehensive plan outlining how to reach the target audience
- ◆ The medium(s) to be used (e.g., social media, television, radio, print media, etc.)
- ◆ Engaging messages and creative content (e.g., images, videos, slogans, etc.)

Participants can design a multi-mode communication campaign on various themes/ issues which will trigger behavior change like **drinking water directly from the tap** as the supplied water is **chlorinated that is safe**.

Multi-Mode Communication Campaign Ideas:

Participants can propose innovative ideas using various media channels, including: Door-to-door publicity campaigns, Out-of-Home Media (OOH), SMS/Notification/WhatsApp, Chatbot, Email, Social Media (Facebook, Twitter, Instagram, etc.), Written Documents (brochures, pamphlets, flipbooks, flash cards etc.), Presentation, Mass Media (television, radio, community radio etc.), Outdoor (billboards, posters, etc.), Newspaper/Print Media and others.

Timelines: The window to submit the idea is started from 29th July, 2024 and will end on 30th September, 2024.

Timeline:

Submission Window: July 29, 2024 - September 30, 2024

Evaluation and Selection: October 2024

Winner Announcement: November 2024

Evaluation Criteria: The multi-mode communication campaign plans shared by the participants will be evaluated based on how the awareness plan or ideas are aligned with the objective of Jal Jeevan Mission campaign, it's originality and creativity, how the plan is appealing to diverse audience, it's ability to convey a powerful message succinctly through various modes of communication and the inbuilt impact evaluation matrix to track progress/impact. The Selection committee will evaluate the ideas based on the mentioned parameters and select the winners.

Acknowledgement:

- Winners will receive a certificate and national recognition from the Ministry/Department.
- The winning campaign design will most likely be implemented nationwide.

By participating in this challenge, one can contribute to promote safe and clean drinking water in rural India and help create a water-secure nation.

For participation, click:

<https://innovateindia.mygov.in/jal-jeevan-mission/>

For Citizen's Portal to know more about water quality supplied in your village, click-

https://ejalshakti.gov.in/jjm/citizen_corner/villageinformation.aspx



ডায়েৰিয়া প্ৰতিৰোধৰ
সহজ উপায়

বিশুদ্ধ পানী
গ্ৰহণ কৰক

পুষ্টিৰ খাদ্য
খাওক

নিয়মিতভাৱে
হাত ধুৱক

পৰিষ্কাৰ পৰিৱেশ
নিশ্চিত কৰক

#StopDiarrhoea



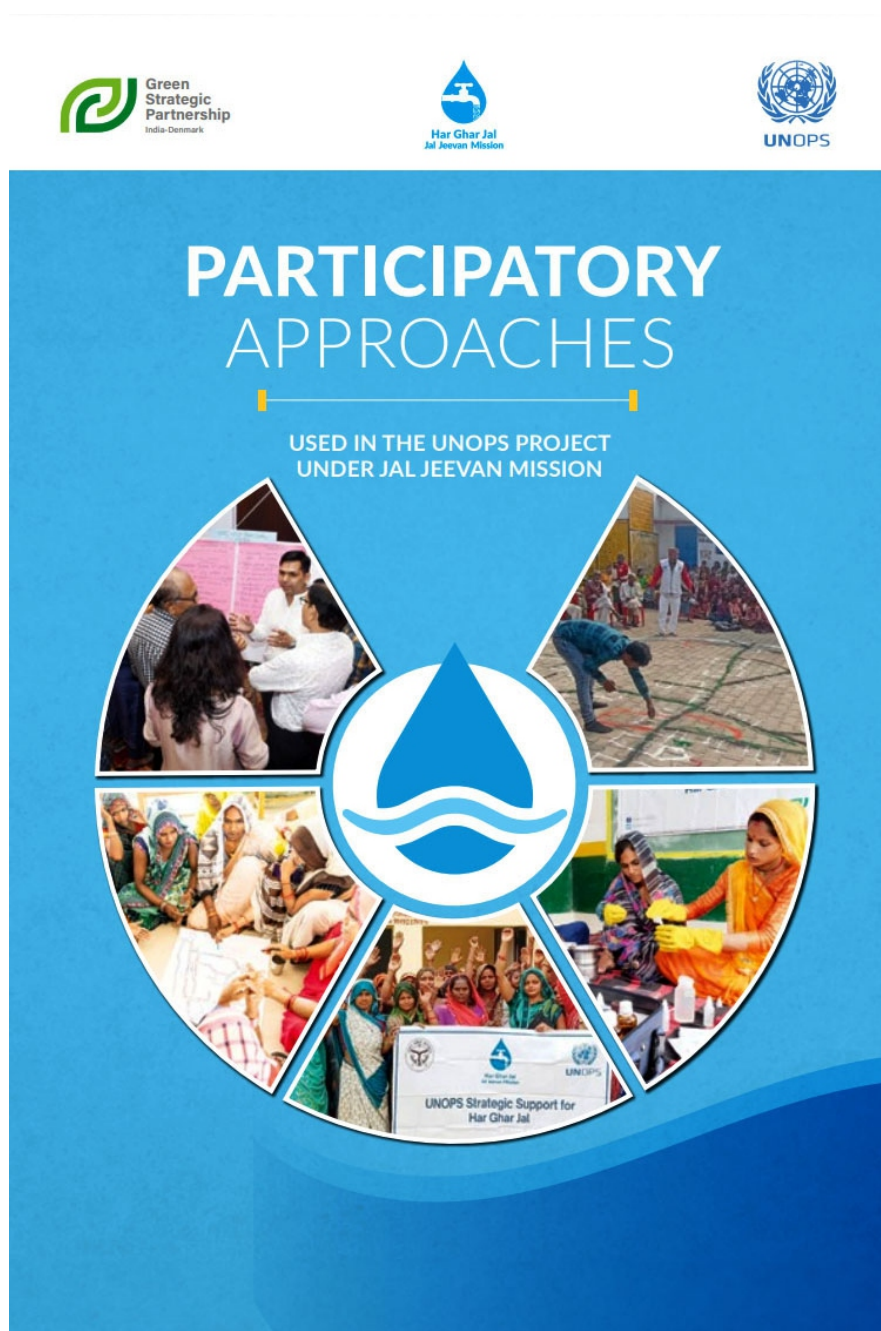
Community-Driven Progress: UNOPS Introduces New Handbook on Participatory Approaches for Jal Jeevan Mission

- Madhuri Shukla, Communications Associate, UNOPS

Ensuring community participation is a cornerstone of the Jal Jeevan Mission (JJM), a nationwide initiative aimed at providing safe drinking water to every rural household in India. However, while the mission's guidelines emphasize community involvement, they lack detailed methodologies to achieve it. In collaboration with the Government of Denmark, the United Nations Office for Project Services (UNOPS) has developed a comprehensive Participatory Approaches Handbook to address this gap. This handbook, unveiled at the Assam State Rapid Action Learning (RAL) Workshop, offers a practical roadmap for fostering meaningful community engagement at various stages of JJM.

The Journey to Creating the Manual

Between 2021 and 2023, UNOPS worked intensively on implementing various participatory approaches across 268 villages in 20 districts spanning four states—Uttar Pradesh, Assam, Rajasthan, and Tamil Nadu. These approaches were designed to ensure that communities were not just passive recipients but active participants in planning, implementing, and maintaining the water supply systems under JJM. The lessons learned during these years formed the foundation of the handbook.



Key Participatory Approaches and Their Impact

The Participatory Approaches Handbook is a compilation of tried and tested methods that have successfully engaged communities in the JJM. Each approach targets specific issues and involves the community in addressing them, ensuring ownership and long-term sustainability.

Community Leave No One Behind (CLNOB):

- ◆ **Issues Addressed:** CLNOB facilitates a comprehensive community analysis of the existing water supply, greywater management, and toilet usage, ensuring the community identifies and addresses gaps.
- ◆ **Impact:** It serves as an entry point activity, helping to create baseline information with strong community ownership.

Community Led Action for Sanitary Surveillance (CLASS):

- ◆ **Issues Addressed:** CLASS institutionalizes water quality surveillance at the community level by involving local women

and receiving support from the Gram Panchayat (GP).

- ◆ **Impact:** The approach trains and motivates village women to conduct periodic water testing and sanitary surveys of all water sources, ensuring ongoing safety.

Paani Panchayat:

- ◆ **Issues Addressed:** This approach focuses on gender-sensitive water management, water conservation, and source sustainability through community sensitization and planning.
- ◆ **Impact:** It has been instrumental in creating awareness and driving collective efforts towards water conservation and sustainable management practices.

Facilitating Operation and Maintenance (O&M) at Community Level:

- ◆ **Issues Addressed:** The approach enhances the community's understanding of the costs involved in O&M, leading to consensus on water tariffs, repair timelines, and water usage policies.
- ◆ **Impact:** It fosters a sense of ownership among community members, ensuring the longevity

and reliability of water supply schemes.

Rapid Action Learning (RAL) Workshops:

- ◆ **Issues Addressed:** These workshops promote the timely sharing and learning of innovations and good practices across different districts and states.
- ◆ **Impact:** The RAL workshops have proven effective in identifying replicable good practices, encouraging their adoption across various regions.

The Significance of the Manual

The Participatory Approaches Handbook is more than just a guide; it is a tool for empowerment. By detailing methodologies that have been successfully implemented in diverse contexts, it provides a clear pathway for communities to take ownership of their water resources. This handbook ensures that the Jal Jeevan Mission is not just a top-down program but a people's movement that empowers individuals and communities to drive change from within.

Tap Water – Safe Water

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Awareness Challenge

Help Raise Awareness
About Water Quality

Visit The Website

[Innovateindia.MyGov.in](https://innovateindia.mygov.in)



Snippets

Assam

Mission Director-Jal Jeevan Mission Assam received Karmashree award from Chief Minister

Shri Kailash Karthik N, IAS, Mission Director of Jal Jeevan Mission, has been conferred with the prestigious Karmashree – Chief Minister's Award for Excellence in Public Administration 2023-24 under Category II. This recognition honors his pioneering efforts in leading the groundbreaking Jaldoot initiative, which strives to create a water-responsible society. The award was presented on August 5th, 2024, during the Lok Kalyan Divas ceremony



held at Srimanta Sankardev Kalakshetra, Panjabari, Guwahati. Throughout his tenure, Shri Kailash Karthik N's unwavering commitment to the mission has served as a profound source of inspiration, consistently driving progress and excellence.

Karnataka

The Nal Jal Mitra multi-skill development training programme, under the Jal Jeevan Mission, was inaugurated on 19th August 2024, across six districts in Karnataka State. District-level officials inaugurated the training workshop at GTTC centers in Mandya, Belagavi and Shivamogga.





पेयजल एवं सफाई विभाग
जन कल्याण
Department of Drinking Water & Sanitation
Ministry of Jal Shakti
Government of India



हर घर जल
जन जीवन मिशन



मेरी सरकार

नल का जल - सुरक्षित जल जागरुकता चैलेंज




JJM in News and Social Media



Important Meetings in August 2024

Sr. No.	Date	Meeting
1	01.08.2024	JJM Appraisal and review meeting of Maharashtra & Chhattisgarh
2	02.08.2024.	JJM Appraisal and review meeting of Assam
3	05.08.2024	JJM Appraisal and review meeting of Uttar Pradesh
4	06.08.2024	JJM Appraisal and review meeting of West Bengal
5	07.08.2024	JJM Appraisal and review meeting of Jharkhand
6	08.08.2024	JJM Appraisal and review of meeting of Karnataka & Kerala
7	12.08.2024	CoS meeting to review "Ease of Living and Ease of Doing Business" - Secretary DDWS participated
8	14.08.2024	JJM Appraisal and review meeting of Odisha
9	16.08.2024	JJM Appraisal and review meeting of Rajasthan
10	19.08.2024	JJM Appraisal and review meeting of Tamil Nadu
11	21.08.2024	JJM Appraisal and review meeting of Madhya Pradesh
12	28.08.2024	PRAGATI meeting under the chair of Hon'ble PM – review of Public Grievances related to JJM





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