Jal Jeevan Mission
(Har Ghar Jal)

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Group -4
Issues, Challenges and Solutions for O&M

National Workshop at Bhuvneshwar
10 June,2022

Participating States- O&M Model

1 A&N Islands
Scheme yet to be handed over to GP/ VWSC for O&M
Currently PWD is responsible for O&M

2 Bihar
Model-1 : SVS by Panchayati Raj
Model-2 : MVS / SVS with WTP by PHED

3 Gujarat
Model-1 : MVS by GWSSB
Model-2 : SVS by WASMO

4 Karnataka
Model-1: MVS by RDWS
Model-2 : SVS by GP / VWSC

5 Punjab
Model-1: MVS by DWSS
Model-2 : SVS by GP / VWSC

6 Tripura
Model-1: MVS by DWS
Model-2 : SVS by GP / VWSC

Bihar- Best practices for O&M

- O&M of SVS is being done at ward level by Ward Implementation Committee (WIC)
- WIC is responsible for planning , implementation and O&M of SVS
- Chairman WIC responsible for water quality testing as per well defined procedure
- Dedicated Pump Operator for each scheme, responsible for day to day O&M tariff collection
- Water use charges collected at ward level and 50 % of water user charge collected is paid to ward staff as incentive in addition to Rs. 2000/ monthly handling charge
- Jal Chaupal to be organised every 1st Thursday of the month
- Regular water supply 2 time a day
- Water user charge collection Rs. 30 / month
- Advance water user recharge system
- Engagement of Block level service provider with rate contract for day to day O&M

Key issues and challenges

- Lack of ownership / skill among GP/ VWSC for O&M
- Lack of skilled manpower for O&M
- Lack of O&M policy at State level
- In consistency in water user charges
- No / flat water user charge lead to misuse/ wastage of water
- Lack of fund to manage O&M
- High O&M cost due to electricity charges for pumping main system- financial sustainability issue
- Inequitable water supply
- Source sustainability / Functionality issue specially during lean period
- Lack of effective and efficient complain grievance redressal mechanism

Recommendations

- GP/ VWSC to be sensitise/ trained to take ownership for O&M of in-village Infrarstrucre
- Identification and skill development of local community for O&M
- GP/VWSC to be empowered to decide tariff, incentive for regular payment , penalty for illegal connection/ delay or non payment of tariff
- Volumetric tariff – User charges as per actual water consumption
- Equal, safe and timely water supply to each HHs to enhance consumer satisfaction and better tariff collection
- HGJ certification to be competed in time bound manner a per JJM guideline
- State to have comprehensive O&M policy. DDWS to facilitate for formulation of State O&M policy
- Solar based scheme to be explored for long term financial sustainability t
- Engage block level service provider on item rate contract basis for O&M. Contact may be extended based on performance of the Service provider
- Use of Flow Control Valve (FCV) for equitable water distribution
- Digital asset mapping for preventive and efficient O&M
- Low cost mobile based monitoring can be effective to improve service level benchmark

Recommendations (contd,,)

- Source strengthening / annual review of Source Finding Committee to ensure long term source sustainability
- Annual water budget/ audit to identify gap and suggest area for improvement
- Automated / advance tariff payment recharge system
- Reduce NRW to 5 % to reduce water production cost and conserve water
- Robust complain grievance redressal system

Thank You