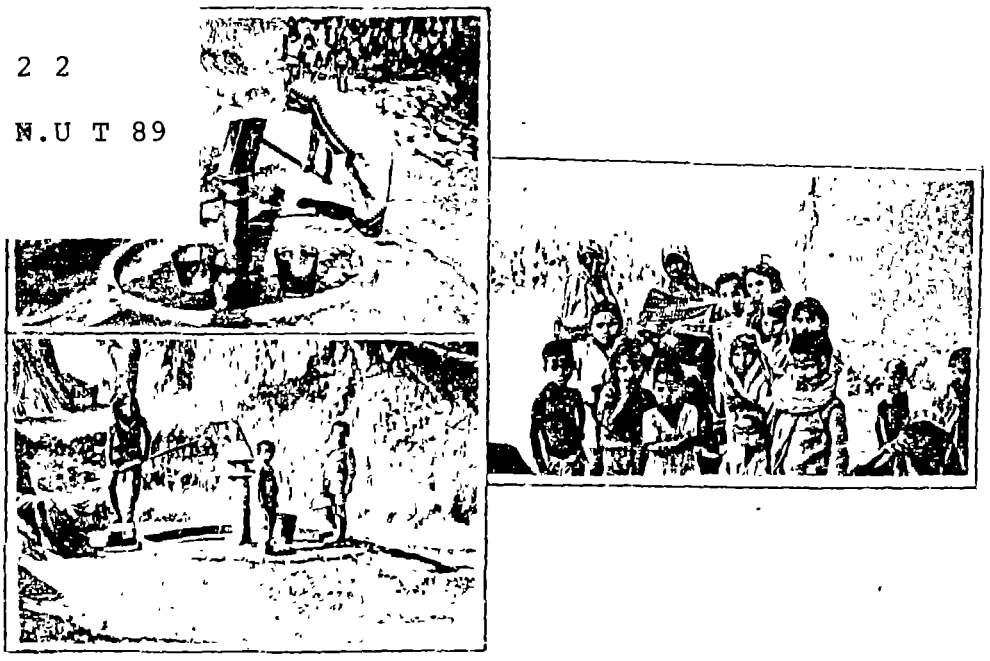

REPORT ON COMMUNITY PARTICIPATION IN RURAL WATER SUPPLY PROGRAMME PILOT PROJECT IN ALLAHABAD

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Preface

The present report is an improved version of the documents presented to the Mission-22 during its visit to review and support in April-May 89 in UP. The Mission's suggestions were given heed and necessary actions have been taken to keep most appropriate strategy in operation.Suggestions from the UP Jal Nigam, PSU and First Secrtary, Women and Development, RNE have also been taken into consideration in formulating operational strategy with regard to community participation, especially to involve and insure sustaining participation of the local womenfolk.

Acknowledgements

The observations, efforts and results presented in this report are primarily the outcome of the co-operation and support provided by Jal Nigam in various ways. I extend my gratitude to all Jal Nigam officials who directly or indirectly helped initiation of the project in a big way. My personal thanks are due to Er. A.C. Saxena, Superintending Engineer of Second Circle, Allahabad; Er. V.K. Mittal, Er. M.P. Bajpai, Er. R.N. Chaturvedi, Executive Engineers; Er. A.K. Mishra , Er. I.A. Ansari and Er. N.P. Sharma, Assistant Engineers and many Junior Engineers for their favours in various capacities.

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I am thankful to Ms. Soma Chakravorti , Secretary PSU for typing out this report .

Last but not the least, I put very sincere word of gratitude to the communities in pilot project area for their hospitality- motivation and faith in the programme.

However, I owe every responsibility for any errors and ommissions in the report.

Yogesh Kumar

1. Background :

1.1 Need of community participation in rural water supply programmes/ background of pilot project

The concept of community participation in developmental activities is not new in India because in ancient times village communities were having all characteristics of a State. Each village largely was economically self sustained and politically an autonomous unit. The colonial rule disrupted such powerful grassroot level structures for the centralisation of power. The legacy of colonial rule particularly in administrative structure even today prohibits their perception about importance of people's participation in micro level planning and execution.

In present days, increasing isolation in perception of the community needs by the implementing agencies and community participation during planning and implementation of rural development programmes in general, is reducing the optimal use of the created facilities. Because of partial or token community participation during planning and implementation of public assets, communities develop apathy and indifference towards implementing agencies and their work, culminating in inadequate maintenance and improper keep up of the created assets. The process does not end here because it allows implementing officials to believe that the communities of rural area are over demanding, uncooperative, rustic and untrustworthy.

The present state of affairs such as poor workmanship in public works, negligence in the maintenance of existing infrastructure and lack of sense of belongingness of communities in public assets, are primarily the outcomes of the same process. Therefore, to overcome such tendencies, need of community participation becomes pertinent.

Recently, Government has understood , well in time, the increasing need of community participation at the grassroot level. To revitalise grassroot level institutions, it has activated village panchayats considering it as a vibrant unit for change. The need of community participation, particularly in rural water supply programmes, is realised in Report UP-20 of Dutch Mission. It has also been felt that involvement of women in such programmes is extremely essential because it affects them most.

1.2 Objectives and scope of the Pilot Project

The Pilot project entitled 'community participation in rural water supply programme' considers such crucial aspects in its scope and undertakes efforts to ensure community participation for the maintenance of handpumps installed in three village of district Allahabad- Mandari, Kadirpur, Bhagwatpur.

The aim of the pilot project is to make communities more responsive and responsible by pursuing the following objectives

(i) to bring local community and implementing agency closer by improving their communication and rapport.

(ii) to develop local level participatory structures with special attention on women invlovement for facilitating rural water supply programme.

To fulfill the above mentioned objectives, the Community Organiser, working with Social Planning Adviser, Dr. Jatin De', maintaining close rapport with the Jal Nigam staff of Allahabad, is in the field since mid of March, 1989

1.3 Area and profile of the pilot project

The pilot project villages - Mandari, Kadirpur and Bhagwatpur are in Chail block of Allahabad district situated approximately 20 Km South-West from the Allahabad city. The villages are road side villages, which are linked with other areas of Allahabad as well as with other cities through important nearby G.T. road. According to Census report of 1981, the villages have predominance of schedule caste people who share more than 30 percent of the population.

Area and population of Pilot Project villages

Name	Census code	Total area of village (in Hec.)	population	Household
Mandari	201	223.39	749	155
Kadirpur	206	311.62	1346	234
Bhagwatpur	204	169.16	1655	322

Source: Village and Town Directory of District Allahabad, Census of India, 1981 series 22, Uttar Pradesh

Mandari is the smallest village having 155 households and it is also relatively a poorer village. A few people have small landholdings. Majority of the prople, particularly women and middle aged persons, are agricultural workers, construction labours. Men also find employment in three brick klins situated in the village. A few young boys of the village travel everyday to the city in search of employment as casual labours, construction labours, painters and carpenters. There is one primary school. There are seven open-well though only one open-well is operational. The U.P. Jal Nigam has installed six handpumps in the village providing safe potable water to the whole village. There is no formal demarkation of Purwas/hamlets in the village, however, a few houses, inhabited a bit away from the village, are considered to be in Chota Purwa of Mandari. (Annex-2.1)

The village Kadirpur is distinctly divided in two parts known as Kadirpur Chota and Kadirpur Bara. The total population of the village was 1346 having 234 households in 1981. The economic conditions of the people seem relatively better because people have some land holdings and cattles. In Kadirpur Bara a few families may distinctly be identified as rich who try to hold

command over the whole community. A few shops of tailoring, earthern pottary, general merchants, bicycle repairs ,tea and snacks are also observed. There is a primary school, primary health centre and a vatenary hospital in Kadirpur Bara. There is a Junior high school too in Kadirpur Chota.

Of the eleven open wells in Kadirpur Bara, three are operatinal however, out of six open wells in Kadirpur Chota only one is operational. To meet the drinking water requirements U.P. Jal Nigam has installed seven handpumps in Kadirpur Bara and six in Kadirpur Chota. Out of seven handpumps in Kadirpur Bara one became out of order soon after installation therefore has been recommended for reboaring (Annex 2.2).

Bhagwatpur is the largest village of the pilot project area in terms of population and number of handpumps installed by U.P. Jal Nigam. There were 322 households and 1655 persons in the village according to the Census 1981. The village may be considered sufficiently rich if number of Pucca houses is considered an index of prosperity. There are tailors, small merchants and some people in other traditional occupations. A young enterprenuer of the village has intalled a small scale industry to manufacture small plastic bottles and bottle caps from the scrap plastic materials. However, major population of the village depend on agricultural activities. There is one private school till Junior High school and a primary Pathshala. The village is provided with a post office as well. The number of open wells in the village is nineteen, of which only three are operational. There are fourteen handpumps for potable water in the village, all installed by Jal Nigam through Dutch assistance. (Annex 2.3)

1.4 Methodology

To fulfill the objectives of the project, the following strategy will be followed :

Step 1

'A' Listing of -

(i) performance status of handpumps

(ii) conditions of platform and drainage

(iii)other sources of water and their present conditions

(iv) village resource inventory

'B' monitoring of -

(i) quantity and quality of water

(ii) maintenance cost on OTC and India Mark II type of handpumps

Step 2

Involvement of community during the corrective interventions carried out by Jal Nigam

Step 3

Constitution of participatry structures with well defined functions ensuring at least equal participation of women.

- to facilitate Jal Nigam for site selection
- to monitor water quality and quantity
- to take up partial maintenance of handpumps
- to ensure early repairs of handpumps
- to maintain cleanliness around handpumps

Step 4

Formulation of guidelines to

- select appropriate caretakers
- improve reporting and accountability system

Step 5

Identification of young educated persons, particularly women, as

- caretakers
- participants of workshop on maintenance and sanitation

Step 6

Special efforts to ensure effective women's participation in the programme by initiating health and community participation campaign through

- group meetings
- posters
- local songs and streetplays
- vedio shows

Step 7

Carrying out a household sample survey to know community response on various aspects related with water supply programme

Step 8

Organisation of workshops on handpump maintenance, community health and sanitation

Step 9

Preparation of detailed account of maintenance cost incurred by Jal Nigam on OTC handpump and India Mark II to carry out comparative cost benefit analysis between the two

Step 10

Close monitoring of caretakers' responsiveness and functioning of water committees

Step 11

Assistance to the water committees,

- to propose for social forestry from panchayat funds near the waste water disposal point of handpumps

- to construct platforms from uniform donation from the beneficiaries for bathing and washing, a bit away from the handpump platforms

- to maintain cleanliness and hygienic conditions near handpump sites

Step 12

Systematic presentation of field data and field experiences in a report form.

1.5 Some observations and lessons from the field

The initial apprehensive reaction of communities, more particularly of women was valid because most of the visitors from the cities- Government officials, development officers of banks or research surveyers have either filled up papers sitting at the house of most influencial person either giving people false hope and expectations, treatening people for serious consequences taking an edge of their unawareness of rules and regulations, or misusing power vested in them for public service. Therefore, due to apprehension of divulging any important information objectionable to their husbands/elders, the first reaction of most of the women particularly young and married was to speak to their male members about any information concerning handpump use, personal (even their name and family size) or about the project itself. Their hesitation to reveal their names and family sizes was primarily due to their fear that some tax will be imposed on water or they have to face some government enquiry.

Initially people were only concerned about the short term gains. They came with the demand of installation of a few more handpumps in their villages. They also expected payments for any kind of cooperation to be provided for the success of the project. Moreover, also without considering their indifference for reporting defective handpumps to the appropriate authority, blamed implementing agency for being inefficient and corrupt.

During this period, most of the people have been convinced and now many of them have actually started participating in the programme with sufficient motivation and zeal (for details, please see Annex-6). Many women have also understood the need of the water committees and their active involvement in them. However, it is a slow but steady beginning of the most important process long awaited in the Indian villages.

The suitable strategy to involve women in the programme that emerged from such initial experiences was to win over confidence of their male counterparts first-without giving a feeling that their husbands are being neglected. Women have been made to understand that problems related with water supply is their problem, therefore, water management should also be their own responsibility.

The wives of handpump caretakers have been well convinced to take up the responsibility of handpump maintenance and cleanliness around it because husbands are busy in their work. The women have been encouraged to indicate complaints of handpumps to every concerned official visiting village for inspections. They have been also prepared to get the complaints registered in the handpump maintenance register with the help of literate women members or young educated boys and girls of the village. Two men handpump caretakers have been replaced by women caretakers in the village Mandari. . The responsibility of handpump installed near primary school has been assigned to a lady teacher, Mrs Minakshi Ghosh and Sarwari Begum has been appointed as caretakers of newly rebored handpump near the house of Tehwar Ali. (Please see Annex 4.1)

Second, efforts are undertaken to develop confidence in womenfolk that a woman can do technical work such as maintenance of handpumps as good as a man can do. However, they have been encouraged to take up responsibility of minor repairs only at present.

Third, to break their preconcieved notions against the implementing agencies and Government officials, it was felt crucial that the necessary corrective interventions should be taken up by Jal Nigam. Moreover, it was also considered important to get the water quality tested in Dutch lab situated in Allahabad so that community may be convinced on right grounds that handpump water is the safest water available in the village.

Fourth, a training programme, in close co-ordination with Jal Nigam will be conducted to train caretakers and some other interested women members of the pilot project villages. It will facilitate Jal Nigam to come closer with the caretakers as well as it will encourage caretakers to communicate handpump defects to the concerned officials more frequently than before.

2. Women's participation : problems, perceptions and efforts

2.1 Present state of situation

The illiteracy, unawareness and perfect internalisation of male biased social values are responsible for excessive load of work, dependent frame of mind, indecisiveness and many other related regressive characteristics in womenfolk of rural areas. The

assigned duties for getting water is one of such reflections. Even if any shifting of workload takes place, it is primarily from women to children and more particularly to girls.

The problem becomes more serious in nature when a handpump develops some defect such as late discharge of water, insufficient yield and toughness in operation. In case of breakdown women have to search for alternative source of water- generally the nearest operational handpump. The reporting of the handpump defects to the appropriate authority also gets delayed partly because **the caretakers appointed by Jal Nigam are men** who are not directly effected by handpump defects. However, in the present system, the initiative to inform Jal Nigam or local mechanics is taken by men.

Practically no formal participatory forums for women exist in rural areas. Some women do express their views at common meeting points eg. handpumps sites. It is disappointing to know that their opinion hardly matters in formal decisions taken in village panchayat meetings. It is also because women have never expressed their demands and suggestions collectively before the local body institutions or concerned officials. Besides, it has been commonly observed that on motivating community for cleanliness of handpump sites mostly men cooperate for cleaning of drains and women for handpump platforms and its surroundings.

2.2 Problems as perceived by local women

The main issue of debate and discontent (sometimes resulting in quarrels) is centred on one problem i.e. bathing and washing at handpump platforms. Apart from it, women express some complains i.e. excessive use of handpump by some families, tampering of handpumps by kids, rude attitude of the women of the house closest to the handpump location and dirty habits of women cleaning kids after defecation on the platforms. Surprisingly, women do not perceive problems they face in case of major or minor breakdown of handpumps. They seem to be quite willing to use other handpumps in case of breakdowns.

Therefore, inability of womenfolk to assess hardwork and time involved to get water on one hand and it being a responsibility of male caretakers (already appointed by Jal Nigam) who are not direct users of handpumps, on the other hand delays communication to the concerned officials for repairs.

2.3 Motivation and promotional strategy

The strategy which emerges from the observation to motivate womenfolk of the rural areas is as follows :

first, convince females (particularly wives) of each existing male caretaker's house to take all responsibilities of handpump maintenance.

second, initiate a programme on adult literacy with the help of officials of the district administration to enable women to read and write on maintenance register.

third, mobilise women with the help of women facilitators identified in the villages to initiate discussions at common meeting points on the problems related to them. (Annex -7)

fourth, develop effective communication messages in local dialect- songs and posters- to familiarise them with the concept of hygiene.

fifth, ensure active participation in the Pani Panchayat and in workshops on maintenance and community health.

3. Corrective interventions : Technical

3.1 Status of handpumps at the beginning of pilot project

With the beginning of pilot project a quick intensive survey of all handpump regarding their quality of water, quantity of water discharge, condition of platforms and drains was done along with listing of number of beneficiaries for each handpump.

On March 31st, 1989 Jal Nigam was requested to take up corrective interventions along with testing of water (physical, chemical and bacteriological). The following is the status of handpumps before and after corrective interventions. (Annex-5).

Performance status of handpump in pilot project villages

Beginning of Pilot Project (as on March 30, 1989)		After corrective interventions (as on May 22nd, 1989)
(i) Handpumps reporting mud and sand in water	7	Information not available
(ii) Unconstructed Platforms	3	1
(iii) Insufficient water discharge	3	Information not available
(iv) water logging at the p/f or no proper drainage	11	3
(v) Handpumps out of order soon after instalation	2	1

26 out of total 33 = 78.7%

3.2 Corrective interventions carried out by Jal Nigam

Main negligence from Jal Nigam was on the construction of proper drains. It is due to either wrong selection of sites or lack of initiative to complete construction of drains along with installation of handpumps. Two handpumps were out of order soon after installtation. During this period one handpump in Mandari has been rebored . However, reboring of the other handpump in Kadirpur has not as yet been done due to lack of consensus among the potential users for the site of handpump. Initially , the handpump was installed at a place in front of a house where proper strata was not available for clean and sufficient water. Therefore, the handpump did not work. Later on, it was installed

at a place which was not conspicuous in location and there were sufficient apprehentions that handpump may be kept for private use. With the help of the community a better site was selected but no decision has been reached as yet for reboaring because no proposal is given by Gram Pradhan to Jal Nigam.

Two unconstructed platforms of the handpumps, one near the house of Ishrat in Kadirpur Bara and one near the house of Shiv Moorat Dube have been constructed in this period. The condition of drains, which was very bad particularly in Bhagwatpur, has also been improved. Major, construction of drains- underlaying pipes and constructing chambers, has been done in Bhagwatpur for the handpumps located near the house of Gaitali/Kallu Kumhar, Shiv Moorat Dube and Bachun.

3.3 Impact of corrective interventions

The corrective interventions undertaken by the Jal Nigam are a welcome step which has given Jal Nigam's technical staff an opportunity to closely watch and understand problems faced by the users due to hurriedly done work. The Jal Nigam teams, from construction and maintenance divisions, were geared up to complete the remaining work at the earliest. Substantive improvements in handpump conditions done by Jal Nigam in a short period are praiseworthy. Cooperation from the communities during interventions and their appreciations for the corrective interventions undertaken brought implementing agencies closer to the village communities. The concerned officals seem happily willing to complete the remaining work.

Similarly, the efforts undrtaken by the Jal Nigam staff for the improvement of handpump conditions has enhanced the importance of the potable water facilities in the minds of rural people. Handpumps and watr related issues were the talk of the village. It enhanced their enquisitiveness, about the advantages of safe potable water, main components and mechanism of handpumps etc. Moreover, the sincere efforts for the improvement of handpump conditions significantly reduced the fear of water crisis in summers from the minds of the people. By improvement in drains and platform conditions, the villages have also started looking distinctly clean. The matured and responsible persons (particularly women of the house nearest to the handpump) have begun objecting forcefully any misuse of handpump. Besides, corrective interventions have also established faith in activities pursued by the Community Organiser.

The existing maintenance structure and practices: suggestions for improvement

The Sixth Division of U.P. Jal Nigam, Allahabad takes care of approximately two thousand handpumps in Duaba area of Allahabad consisting of tehsils-Manjanpur, Sirathu and Chail having 8 blocks in total. It is concerned Division to maintain handpumps installed in pilot project area.

The Executive Engineer is supported by three Assistant Engineers and six Junior Engineers. To make the maintenance structure effective upto the grassroot level, the Division employs Block Mechanics, one in each block, supported by caretakers for each handpump in every village. The person, who is willing to

volunteer his services for the proper use and minor servicing of the handpumps, is selected as caretaker by the Junior Engineer from the direct beneficiaries of each handpump. (Please see Annex-11).

The Division has provided printed postcards (Annex-9) along with a log book for registering details of repairs to all caretakers. A register is also kept at the office of Block Development Officer for lodging complaints of handpump disorders by the beneficiaries.(Please see Annex-10.1).

As per norms, there should be one mobile team to ensure major repairs in each block. Presently, the Division has one mini truck which is utilised for the maintenance of 19 pipe water supply schemes having 30 water works as well as 2000 handpumps in the region consisting of 3 tehsils having 8 blocks. Because of inadequate mobile teams, presently the Division employs local teams known as 'gang'. The gangs are employed as casual labours for major repairs of handpumps.

Apart from inadequate facilities of mobile teams in the Division, the local teams are preferred because there are many remote areas where the assess of mobile team for handpump repairs is difficult. As a result, according to the views of the concerned officials, the work accomplished by local teams is relatively cost effective and time effective.

The main duties of caretakers are to advise people for proper use of handpump, for maintaining platform and surroundings clean and hygienic and also to tighten loose nuts and bolts in the visible part of handpump above the platform. In case of any defect in the handpump, caretaker is advised to report the matter to the Block Mechanic either during his usual visits or should drop the printed post cards to the Sixth Division, situated in Allahabad.

The repairs, to the extent possible, should be done by the Block Mechanic, who is provided with a tool kit. In case of failure, Block Mechanic should contact Junior Engineer of the concerned area to handle the repair work. On the basis of the information sent by printed postcard, the Division also decides neccesary course of action.

Each Block Mechanic is expected to visit 50 villages i.e. 200 handpumps every month. Block Mechanic repairs defects found in the upper portion of the handpump above the platform level, such as , tightening of handle and chain, replacement of missing nuts and bolts and lubrication at necesary joints. In case of any defect of serious nature, the Block Mechanic must inform the Junior Engineer of the concerned area to take up the repair work.

The Junior Engineers of the concerned area take up the job of repairs which are difficult for Block Mechanics, either by taking along a mobile team or by involving a gang. The Junior Engineer reports about all handpumps repaired to the Assistant Engineer every week. The Executive Engineer monitors and facilitates effecient maintenance of handpumps ensuring repairs at the earliest.

From the conversations with the villagers and observations in the beginning of the project it was found that the existing structure of maintenance is not fully utilised by the villagers and their dependence is partly on locally available technical skills than on Jal Nigam for certain obvious reasons.

First, the community has not been properly informed about the methods of reporting created by the Division. This happened partly because the selection of caretakers is done on the basis of the proximity of their house to the installed handpump rather than evaluating their motivation to take care of handpump. Sufficient efforts are not made to identify the persons as caretakers, who may take initiative to ensure reporting and repairs. It is partly because of the unwillingness, lack of articulatness, and no proper training of Junior Engineers on social aspects.

Second, the community finds it difficult and time taking to inform Jal Nigam. The existing method of communication by postcards found to be inapt to the level of education, community habits, and available infrastructure in the villages. Moreover, the handpump manitenance register provided to each caretaker does not specify separate coloumns for the caretakers as well as mechanics remarks regarding the breakdowns and repairs. Owing to this fact, most of the registers remain unutilised and accountability of communication by caretakers as well as of repairs by Jal Nigam become quite ambiguous.

Third, because of dependence of a large number of persons on each handpump, also the handpumps being the major source of water supply, at present community prefers repairs from local private teams which repair handpumps sooner than the Jal Nigam staff.

From the field experience it appears that community has not been trained and explained and has also not developed a habit by itself of reporting defects of minor nature to the Jal Nigam or to the local private repair teams. The minor repairs are either attended by the villagers without adequate tools and proper training which result sometimes in major disorders. In most of the cases minor defects are over looked and not informed to Jal Nigam by the villagers.

It is, of course, essential to initiate villagers for informing Jal Nigam in case of handpump defects or breakdowns. However there exists need of a well defined system of accountability both of reporting and repairs before blaming Jal Nigam or the village communities. The columns of the maintenance register have been improved keeping in mind the level of literacy of handpump mechanics as well as of the caretakers. Initially, the caretakers are supposed to maintain records of defects and repairs. In most of the cases there existed a state of confusion -caretakers reported of 'no response' from Jal Nigam when complained whereas the concerned engineers reported 'attendance of every report' from caretakers. Moreover, criteria have been laid down to assist Jal Nigam for the selection of appropriate caretakers in future (Annex-8)

The proposed maintenance register has separate pages having different colums for caretaker's as well as mechanic's remarks.

The columns have been so designed that caretakers and mechanics have to write the minimum possible.

With the help of the district administration it has been proposed that printed postcards of handpump maintenance should be included in official block mail which is delivered very-soon-at district headquarters through couriers. The district administration agreed to give top priority for the distribution of such mail. The proposed changes will become effective very soon with the consent of Jal Nigam officials.

4. Partici pation of local community

4.1 Social Dynamics in Pilot Project Area : Some Impressions

The following salient characteristics of the communities in the pilot project villages have been observed by the community organiser , during the field visits. The villages have also been ranked in descending order to express their relative position in terms of their social dynamics. The observations are quite tentative due to very short stay with the communities. Moreover, focus on regressive points of the community does not mean support to the anti-development view of the people. The points are highlighted to help developing the most practical and effective strategy to combat such views.

Progressive Points	Regressive Points
1.A large number of young persons are quite literate and have sufficient awareness about the development activities(Bhagwatpur, Kadirpur, Mandari)	1.The caste feeling is strongly built in the community even among the educated persons (Bhagwatpur, Kadirpur, Mandari).
2.Most of the middle aged persons are mature and appreciate the idea of community participation for the maintenance of handpumps (Bhagwatpur,Kadirpur,Mandari)	2.Social stigma of old traditions is inherent in these communities, prohibiting change for development Bhagwatpur, Mandari, Kadirpur)
3.Married women have freedom to talk with men and young boys, generally.(Bhagwatpur, Mandari,Kadirpur)	3.Community is hasistant and indidifferent about the involvement, of women in community participation (Kadirpur,Bhagwatpur,Mandari)
4.Community is using local expertise for handpump maintenance(Kadirpur,Mandari, Bhagwatpur)	4.Women are viewed having low caliber, and intelligence to be trained or educated. (Kadirpur,Mandari, Bhagwatpur)
5.Community keenly listens suggestions concerning hygine and good living (Bhagwatpur,Kadirpur,Mandari)	5.Group feeling and closeness are weak in the community and tendancy to dominate others is strong(Kadirpur,Mandari, Bhagwatpur)
	6.Mostly rich people hold influence over the community (Kadirpur, Bhagwatpur,Mandari)

6. Women are quite keen to be literate so that they can read and know many new things related to personal hygiene, mother and child care. (Mandari, Kadirpur Bhagwatpur)

4.2 Community involvement during corrective interventions

A sudden change from paper work to actual work surprised communities initially. The efforts taken by Jal Nigam for improving the handpump conditions, which were either deteriorated by the communities itself or due to the work undone previously by the Jal Nigam staff, slowly created a feeling of cooperation and help. The users of each handpump provided every possible help. In Mandari a young boy Ganesh worked with the drilling team for handpump installation continously for two week free of charge. In Bhagwatpur, beneficiaries of the handpump near the house of Shiv Moorat Dube digged thirty feet long and five feet deep drain for the laying of underground pipe . Mr. Brij Mangal Singh, about sixty year old and respectable person of the village Bhagwatpur was found helping Jal Nigam team for the improvement of handpump drain near his house.

Platform conditions have been improved along with minor repairs of handpumps in most of the cases. The most striking and healthy effect of the interventions on comunities has been that it has broken down their state of indifference for the community assets and are convinced to keep it maintained. People were advised for not washing clothes or taking bath on handpumps earlier also but now people have started using separate platforms for washing and bathing. The change in attitude however, may not be considered satisfactory but it is a crucial turning point.

4.3 Need of participatory structures/Pani Panchayats : some observations and suggestions

In case of rural water supply schemes particularly in handpump option- it is observed that the communities discuss their drinking water related problems but shrug off responsibilities very easily. Moreover, their misconception that government should take responsibilities of their assets, support their indifference towards community participation to a great extent.

It has been increasingly realised that community participation will have no meaning unless their ideas and efforts are not properly channelized. Appropriate participatory forums with well defined functions and scope should be formed at the grassroot level according to the need of the programmes.

At present pilot project villages have local representative bodies known as village Panchayats. The members of the Panchayats are either the elected or nominated members of the village. The Gram Pradhan, the head of the Panchayat, with the consent of the other members takes all decisions and monitor implementation of the development works of the village undertaken by the government. Generally the Gram Pradhan is found to be hard pressed of time to expand his area of activities.

Therefore, it has been found necessary to constitute village level and handpump level water committees to settle water related problems in the village and to facilitate Jal Nigam in effective implementation of programmes.

The involvement of community in the maintenance of handpumps is essential because any defect in handpump affects a large number of beneficiaries. Though the village and handpump level water committees will not be an additional responsibility on the existing Gram Panchayats, yet these committees will function in close coordination with the Gram Panchayats. For various activities related with water management, full support and co-operation of the village Panchayats will be essentially required eg. social forestry near the waste water disposal points of handpumps, reporting of the handpump defects at the block office during their visits, etc.

To facilitate maintenance of handpumps efficiently and effectively, it is proposed that the Community Organiser will help beneficiaries to formulate village level and handpump level water committees/Pani Panchayats.

The number of members in village as well as handpump Panchayat will be determined by the size of the population of the village and number of beneficiaries of each handpump respectively. The village level Pani Panchayat will have middle aged persons with a major proportion of women members who may settle any dispute of hanpump users when their Pani Panchayat fails to do so. Moreover, Pani Panchayats will suggest handpump sites for future installations, to facilitate the work of Jal Nigam staff and Gram Pradhan.

The following will be the main functions of the Pani Panchayat

1. To record faults of the handpumps and decide the line of action for repairs.

2. To keep close rapport with Jal Nigam to get major defects repaired.

3. To ensure general cleanliness near the handpumps.

4. To settle complaints of beneficiaries of handpumps reported by handpump Sanrakshak (caretaker).

5. To monitor quality of water and proper use of handpumps.

6. To help Jal Nigam in selection of socially best suited locations for handpump installation.

7. To identify and recommend young educated men and women for training programmes on handpump maintenance.

8. To select village mistri among the trained young persons with the consent of Handpump Sanrakshaks and beneficiaries of handpumps.

5. A Quarterly Plan of Action :

1. Identification of young men and women for workshop on handpump maintenance training

2. Preparations and organisation of first workshop on handpump maintenance in close co-ordination with UP Jal Nigam

3. Carrying out of sample household survey. (Annex-12 and 13)

4. Formation of Pani Panchayats and their institutionalisation for social monitoring

5. A programme on plantation near the waste water collection points of the handpumps from the funds allocated for social forestry in Nehru Rojgar Yojna with the help of village and district Panchayat institutions.

6. Request to Jal Nigam for taking up remaining corrective interventions in pilot project area.

7. Organise awareness campaign for social mobilization

8. Keeping necessary interactions with JN/PSU

9. Periodical reporting and monitoring of the progress

ANNEXES

ANNEX I

Village-wise list of Panchayat members in Pilot project area

1.1 Village Mandari

NAME	POSITION	CASTE
1. Prabhu	(Pradhan)	Passi
2. Ram Sevak	(Up-Pradhan)	Passi
3. Ram Lal	(Member)	Passi
4. Gayadin	(-do-)	Passi
5. Kishori Lal	(-do-)	Passi
6. Raja Ram	(-do-)	Passi
7. Roshan Lal	(-do-)	Passi
8. Pancham	(-do-)	Passi
9. Vishwanath	(-do-)	Passi
10. Mithailal	(-do-)	Passi
11. Sarwari Begum	co-opted woman member	Muslim

1.2 Village Kadirpur

NAME	POSITION	CASTE
1. Fuzail Ahmed	Pradhan	Muslim
2. Impal	Member	Patel
3. Ram Bahadur	-do-	-do-
4. Dev Saran	-do-	Yadav
5. Laljı	-do-	Passi
6. Kuare	-do-	Passi
7. Amrit Lal	-do-	Passi
8. Sukh Raj	-do-	Ravidas
9. Ramroop	-do-	Yadav
10. Ghanshyam	-do-	Nai
11. Asharfee	-do-	Passi
12. Hublal	-do-	Dhobi

1.3 Village Bhagwatpur

NAME	POSITION	CASTE
1. Shiv Shanker Singh	Pradhan	Thakur
2. Divakar Kumar	Up-Pradhan	Pandit
3. Nityanand Pandey	Member	-do-

4. Shiv Moorat Dubey	-do-	-do-
5. Devi Singh	-do-	Thakur
6. Jeet Narayan Misra	-do-	Pandit
7. Munni Lal	-do-	Chamar
8. Panna Lal Yadav	-do-	Yadav
9. Chote Lal	-do-	-do-
10. Jageshwar	-do-	Chamar
11. Papoo	-do-	-do-
12. Bhup Narayan Pandey	-do-	Pandit

Village wise list of inventory in pilot project area

2.1 Village Mandari

Name of the School	: Primary Pathshala
Principal	: Sri. Ram Kripal Singh
Teachers	: Smt. Ram Dulari Srivastava
	: Sri. Bharat Lal
	: Sri. Maqsood Ahmed
	: Smt. Minakshi Ghosh
	: Km. Madhu Jhigran
No. of Students	: 250
No. of wells	: 8 (1 operational) for details, Annex 3.1
No. of handpumps	: 6 (3 OTC and 3 India Mark II)for details Annex- 4.1
Health Centre	: Nil. (Medical facilities are available 1 km away from Mandari in village Mandar)
Anganwadi centre	: one
In charge	: Massarat Bibi
No. of children	: 20
Post office	: Nil

2.2 Village Kadirpur

Bara

School	: Government Primary School
Teachers	: Miss Abida Bibi
	: Mrs. Gyani
	: Mrs. Kamta
	: Mrs. Kiran Bala
No. of Student	: 100
Anganwadi Centre	: one

Incharge	: Miss Farhana
No. of children	: 25
Primary Health Centre	: one
Incharge	: Dr. A.K. Srivastava : Dr. V. Pande
Ward Boy	: Sugreev
Private Doctors	: Mr. Shri Nath : Mr. Peshari
Veterinary Hospital	: one
Incharge	: Mr. Shafique
No. of open Wells	: 11 (3 operational) (for details, Annex 3.2)
Pond	: 1
No. of handpumps	: 7 (5 OTC and 2 India Mark II) for details, Annex 4.2
Post office	: Nil

Chota

Name of the School	: Subhash Chandra Bose Junior High School
Teachers	: Shri Lav Singh : Shri Ram Bahadur : Shri Phool Singh : Shri Prajapati : Shri Ram Prasad : Shri Aman Siddiqui : Shri Madhav Prasad
No. of students	: 150
Anganwadi centre	: one
Incharge	: Miss Yasmin Jahan
No. of children	: 20
No. of handpumps	: 6 (6 India Mark II)
No. of open Wells	: 7 (1 operational)

2.3 Village Bhagwatpur

Name of the School	: Shrimati Kasturba Memorial Junior High School, Bhagwatpur
Principal	: Mr. Yahidull
Teachers	: Shri Virendra Singh : Shri Shiv Kant Pande

	: Shri Durga Prasad
	: Shri S.N. Singh
	: Smt. Savitri Srivastava
No. of Students	: 300
Name of the School	: Basic Pathsala
Principal	: Shri Ramanuj Pande
Teachers	
	: Mrs. Mehar Jahan
	: Mrs. Pushpa Jetley
	: Mrs. Sheela Srivastava
No. of (Students)	: 150
Post Office	: one
Post Master	: Shri Ramendra Singh
Postman	: Shri Ran Shayam Pande
Primary Health Centre	: Nil
Anganwari Centre	: one
Incharge	: Smt. Pushpa Awasthi
No. of children	: 30
Private Doctor	: Dr. S.B. Singh, B.A.M.S
Jan Swastha Sanrakshak	: Shri Gopalji Diwedi
No. of open wells	: 19 (3 operational) for details, Annex 3.3
No. of handpumps	: 14 (6 OTC and 8 India Mark II) for details, Annex 4.3

ANNEX 3

List of open wells in pilot project area

3.1 Mandari

Location near the house of	Present Status of open well	Other Details
1. Ram Niwas	inoperational	Gram Samaj
2. Sharda	-do-	Gram Samaj
3. Mohammad Hussain	-do-	Personal
4. Raja Ram	-	-
5. Beni	-do-	Gram Samaj
6. Sarju	-do-	Gram Samaj
7. Sureman Lal	-do-	-
8. Radhe Shyam	operational	(clean water used for all purpose)

3.2 Kadirpur

Bara

Location (near the house of)	Present Status of the open well	Other Details
1. Mangal	Not Operational	
2. Near Temple	-do-	
3. Bhagirathi	-do-	Gram Samaj
4. Santosh	-do-	It has been cleaned shortly for use.
5. Lakru	-do-	
6. Mehndi Hasan	-do-	
7. Sateesh	-do-	
8. Mohan	-do-	
9. Bulaki	Operational	Constructed by Gram Samaj
10. Nurrulah	Operational	Fixed a tubewell for irrigation purpose.
11. Ram Saran	Operational	

Chota

1. Ram Singh	Not operational	-

2. Ram Sumeer	-do-	-
3. Ram Dev	-do-	-
4. Sukru	-do-	Gram Samaj
5. Rama	-do-	-do-
6. Jagdev	Operational	-

3.3 Bhagwatpur

Location (near the house of)	Present Status of open well	Other Details
1. Chandra Gupta	Not Operational	
2. Ram Nath	-do-	
3. Samajik Kendra	-do-	
4. Raghu Raj Singh	-do-	
5. Hari Har Singh	-do-	
6. Ram Das	Operational	Used only for bathing, and washing.
7. V.M. Shukla	Not Operational	
8. Shambhulal	-do-	
9. Shiv Nath Yadav	-do-	
10. Munni Lal	-do-	
11. Ram Kripal Yadav	-do-	
12. Jaganath Dube	-do-	
13. Prem	-do-	
14. Dharma Das Yadav	Operational	Reserved for personal use
15. Ram Chandra Pande	Not Operational	
16. Kripa Shankar	Operational	Fixed his own tubewell
17. Dubari	Not Operational	Gram Samaj
18. Kullu	Not Operational	-do-
19. Kanhai	-do-	

ANNEX 4

Details of handpumps : location, caretakers, type and beneficairies

4.1 Village Mandari

Handpump Location (Near the house)	Existing Caretaker	Type of HP	No. of Beneficiary households
1. Tahwar Ali	Sarwari Begum	IM II	Repaired shortly
2. Primary School	Ms. Meenakshi Ghosh	IM II	21 (427)
3. Panna Lal	Panna Lal	OTC	16 (155)
4. Gayadeen	Gayadeen	IM II	27 (166)
5. Sureman Lal	Sureman Lal	OTC	7 (51)
6. Dhanni	Dhanni	OTC	16 (123)

4.2 Village Kadirpur

Bara

Handpump Location: (Near the house of)	Existing Caretaker	Type of H.P.	No.of Beneficiary households
1. Ishrat	Ishrat	OTC	44 (235)
2. Ram Manohar	Ram Manohar	IM II	45 (215)
3. Mehndi	Mehndi	OTC	Out of order since installation
4. Fuzail Ahmed	Fuzail Ahmed	OTC	37 (215)
5. Pancham Lal	Pancham Lal	OTC	31 (189)
6. Panna Lal	Panna Lal	OTC	4 (25)
7. Bacchu Lal	Bacchu Lal	IM II	11 (62)

Chota

1. Ram Asre	Ram Asre	IM II	12 (79)

2. Ram Singh	Ram Singh	IM II	12 (74)
3. Golai	Golai	IM II	14 (73)
4. Vipat	Chandra Pal	IM II	25 (128)
5. Sampat	Maiku Lal	IM II	14 (86)
6. Bhundal	Shri Ram	IM II	20 (114)

4.3 Village : Bhagwatpur

Handpump Location: (Near the house of)	Existing Caretaker	Type of H.P.	No.of Beneficiary households
1. Chandra Gupta	Chandra Gupta	IM II	34 (170)
2. Shiv Lal	Shiv Lal	IM II	10 (64)
3. Late Dubari	Papoo	IM II	52 (220)
4. Kallu Kumhar	Kallu Kumhar	OTC	31 (142)
5. Pyare	Pyare	IM II	16 (64)
6. Babadeen	Babadeen	IM II	16 (87)
7. Raj Karan	Raj Karan	IM II	12 (119)
8. Shiv Moorat Dube	S.M. Dube	IM II	20 (166)
9. Satya Narayan	Satya Narayan	IM II	9 (77)
10.Bal Mukund	B.M. Shukla	OTC	11 (66)
11.Bacchan Lal	Bacchan Lal	OTC	25 (151)
12.Madhusudan	Madhusudan	OTC	17 (103)
13.Rajwan Singh	Dashrath Singh	OTC	19 (184)

14.	Brij Mangal Singh Hari Har Singh	OTC	12 (122)

Note:

The figure in the parenthesis represent total number of persons. The total number of households does not match with the 1981 Census figures because the defination of a household is not strictly followed here, as done in Census renumerations. Moreover, there is a gap of almost eight years in the present information than that of 1981 Census.

Performance Status of handpumps and corrective interventions undertaken by Jal Nigam in Pilot Project villages

5.1 Mandari

Location of the handpump (near the house of)	Water quality	Water Discharge	Platform	Frequency of break down (since installation (As on March 31,1989)	Other Details (Duration of breakdown)	Details of corrective interventions (As on May 22nd,1989)
1 Tahwar Ali	Clean after reboring	Sufficient	Constructed	-	Out of order since installation	Reboring of h/p alongwith construction of p/f and drain
2 Primary School	Sometimes muddy	Sufficient	Constructed	Twice		
3 Panna Chamar	Initially muddy/ sandy	Sufficient	Constructed (Water logging at the platform)	Never		Improvement of platform
4 Gayadin	Clean	Sufficient	Constructed	Once		-
5 Sureman Lal	Clean	Sufficient	Constructed (Water logging at the platform)	Never		-
6 Dhanni	With mud and sand	Sufficient	Constructed	Never		-

5.2 Kadirpur

Bara

Location of the handpump (near the house of)	Water quality ↕	Water Discharge ↕	Platform	Frequency of break down (since installa -tion (As on March 31,1989)	Other Details	Details of corrective interventions (As on May 22nd, 1989)
1 Ishrat	with sand	Insufficient	Unconstructed	Twice	hard to operate	construction of platform
2 Ram Manohar	With mud & sand	Sufficient	Constructed	Twice	Gap between platform and pipe	Repaired
3 Mehndi Hasan	Out of order	Insufficient	Unconstructed	Since install -tion	-	considered for reb. ring
4 Fuzail Ahmad	Clean	Sufficient	constructed	once	-	
5 Pancham Lal	Clean	Sufficient	constructed	-		
6 Panna Lal/ Chaube Lal	Out of order	-do-	constructed	More than twice		Repaired
7 Bacchu Lal	with sand.	Sufficient	constructed		Muddy water when used continously for more than one hour	

5.2 Chota

Location of the handpump (near the house of)	Water quality ‡	Water Discharge ‡	Platform	Frequency of break down (since installa -tion (As on March 31,1989)	Other Details	Details of corrective interventions (As on May 22nd,1989)
1 Ram Singh	With mud	Sufficient	Constructed	Once		
2 Chandra Pal/Vipat	clean	Sufficient	Constructed	More than twice	It takes long to get water (late water discharge	
3 Asharfi Lal	Clean					
4 Maiku Lal	Clean	Sufficient	Constructed (damaged, water logging at the platform)	Twice	-	construction of damaged drain
5 Shri Ram	with mud (if continously used)	Sufficient	Constructed	-	Delay in water discharge	Improvement of drain and platform
6 Golai	Clean	Sufficient	Constructed (water logging) at the platform	Twice	no proper drainage	

5.3 Bhagwatpur

Location of the handpump (near the house of)	Water quality #	Water Discharge #	Platform	Frequency of break down (since installa-tion (As on March 31,1989)	Other Details	Details of corrective interventions (As on May 22nd,1989)
1 Chandra (Vakil)	very much muddy	sufficient	constructed	once		
2 Shiv Lal	clean	sufficient	constructed (Gap between platform and pipe)	once		Repaired
3 Dubri	almost clean	sufficient	constructed	once		
4 Kallu Kumhar	clean	sufficient	constructed	never	(no proper drainage)	construction of underground drain of about 3 metres
5 Babadin	very much muddy	sufficient	unconstructed		Technical fault	
6 Pyare	clean	sufficient	constructed (no proper drainage)		water discharge reduces if continously used for one hour	
7 Raj Karan	clean	sufficient	unconstructed (no proper drainage)	Four times	1. Dirty conditions 2. Due to no proper drainage system 3. Late discharge of water	construction of underground drain of about 3 metres
8 Shiv Moorat	with mud	sufficient	unconstructed (no proper drainage)	never	Muddy water for last ten days	construction of platform and underground drain of about 6 metres
9 Satyanarayan	clean	sufficient	constructed (no proper drainage)		water discharge water quantity on continous use	
10Bal Mukund/Kallu Shukla	clean	sufficient	constructed	never	-	
11Bacchan Lal	clean	Insufficient	constructed (water logging at the platform)	never	-	
12Madhusudan	with sand	sufficient	constructed (no proper drainage)		Gap between platform and pump	Repaired
13Raj wan Singh	clean	sufficient	constructed	More than twice	no proper drainage	
14Braj Mangal Singh	Almost clean	sufficient	constructed	once	no proper drainage	Repaired

Information is based on personal observation and beeneficiaries' response

ANNEX 6

List of identified facilitators/resource persons in Pilot Project area

6.1 MANDARI :

Men

1. Prabhu : Pradhan
2. Behari Lal : casual worker
3. Ram Chandra: casual worker
4. Ram Lochan : casual worker

Women

1. Shanti Devi: Anganwadi worker of village Chandrasen

2. Sarwari Begum: Co-opted member of Gram Panchayat

3. Paraga : housewife

6.2 KADIRPUR

Chota

Men

1. Narendra : Student
2. Ranjeet : Tailor
3. Ram Sumer : Handpump mechanic
4. Golai : Old and retired person

Women

1. Suggan : Young literate women
2. Pushpa : Vocal young lady
3. Saroj : Vocal young lady

Bara

Men

1. Mohammad Aslam : Student
2. Pancham : Cultivator
3. Fuzail Ahmed : Pradhan
4. Bacchu Lal : Cultivator

Women

1. Abida Bibi : Anganwadi worker ofKadirpur Chota
2. Mother of Pancham : Middle aged vocal lady

6.3 BHAGWATPUR :

Men

1. Shiv Shanker Singh	:	Pradhan
2. Shiva Kant Pande	:	Teacher
3. Ravi Nath Divedi	:	Student
4. Chhavi Nath Divedi	:	Small Entrepreneur
5. Mahendra Kumar Divedi	:	Student
6. Manoj Kumar Shukla	:	Technician

Women

1. Savitri Srivastava	:	Teacher
2. Pushpa Jetley	:	Teacher
3. Mrs. A. Singh	:	Vocal and motivated lady

ANNEX 7

Possible job desciption of facilitator/resource persons

1. To meet women of the village everyday at handpump and their homes and impress upon the point that handpump locations should be kept clean and hygienic

2. To organise group meeting with the Community Organiser to know their problems and to impart knowledge of proper use of handpump and community sanitation.

3. To motivate women members to become handpump Mistri to repair the defective handpumps.

4. To help Community Organiser/concerned Jal Nigam engineers in selecting caretakers and to tell them the responsibilities of the caretaker.

ANNEX 8

Proposed criteria for handpump caretakers to be selected by Jal Nigam, consulting beneficiaries

1. Age group 20-40 years (preferably women)

2. Literate and articulate to keep necessary contact with community members/Jal Nigam

3. Direct user of the handpump

4. Proximity to the handpump

5. Physically fit and active and must have sufficient means for own support

6. Socially well accepted by the users

willingness/interest in technical and admn and educational

Annex-9

Existing Communication System (Printed Post card) with Regard to Maintenance of Handpump

उत्तर प्रदेश जल निगम

दिनांक

महोदय,

आपके विभाग द्वारा ग्राम.....
.....में श्री.....
के मकान के पास लगाये गये हैण्डपम्प में दिनांक .....से निम्नलिखित खराबियाँ हैं। कृपया इन्हें जल्दी ठीक कराने का कष्ट करें।

१. पानी नहीं दे रहा है।
२. पानी कम दे रहा है।
३. पानी देर से आता है।
४. बालू दे रहा है।
५. हैण्डिल/चैन/प्लेटफार्म/नाली टूट गई है।
६. वाशर खराब हो गया है।
७. चलाने में कठिनाई होती है।
८. हैण्डपम्प एवं प्लेटफार्म के बीच झीरी आ गई है।
९. सिलेण्डर नीचे गिर गया है।

नोट : खराबियों से सम्बन्धित बिन्दु पर √ का निशान लगायें।

१०. अन्य विवरण यदि कोई हो
.....
.....
.....

भवदीय,

भेजने वाले का नाम/पद

ग्राम सभा.....

ब्लाक.....जनपद.....

पोस्ट कार्ड

सेवा में,

अधिशासी अभियन्ता

.....शाखा,

उ० प्र० जल निगम

.....

जिला—

उत्तर प्रदेश

हैंड पम्प को सुरक्षित रखें। यह आपको स्वस्थ्य रखेगा। स्वच्छ जल के प्रयोग से पेचिश, हैजा, टायफाइड, पीलिया, चर्मरोग व आँखों के रोगों से बचाव होता है।

Existing Maintenance Register for Handpumps

हैण्ड पम्प की लाग बुक

क्रमांक	खराबी का विवरण	होने की तिथि	खराबी सूचना की तिथि	मैकेनिक का नाम	ठीक कराने की तिथि	मरम्मत का विवरण	बदले गये स्पेयर्स पार्टस का विवरण	टिप्पणी
1	2	3	4	5	6	7	8	9

LOG BOOK OF HANDPUMP

S.N.	Detail of Defect	Date of breakdown	Date of information	Name of Machanic	Date of repairs	Details of repairs	Details of spare parts changed	Remarks
1	2	3	4	5	6	7	8	9

ANNEX 10.2

Proposed maintenance register for handpump in pilot project area

Per village or pump?

CARETAKER'S REMARKS

Page 1

Sl No.	Date of defect	Date of information	Details of Defects								Date of Handpump repair
			Not discharging water	Inadequate yield	Late discharge of water	Muddy/sandy water	Hard to operate	Damaged Platform/ drain	Gap between handpump/ platform	Any other	
1											
2											
3											
4											
⋮											

Page 2

MECHANIC'S REMARKS

Sl.no	Date of information	Date of Repairs	Details of Repairs										Date of usual inspection (BM)	Sig. of Mechanic	Sig. of caretaker beneficiar	Name of the mechanics
			washer	valve	loose handle	cylinder jammed	Rubber sealing rings	G.I.Pipe	Connecting rod	Nuts bolts	Drain	Any other	platform				
1.																
2.																
3.																
4.																

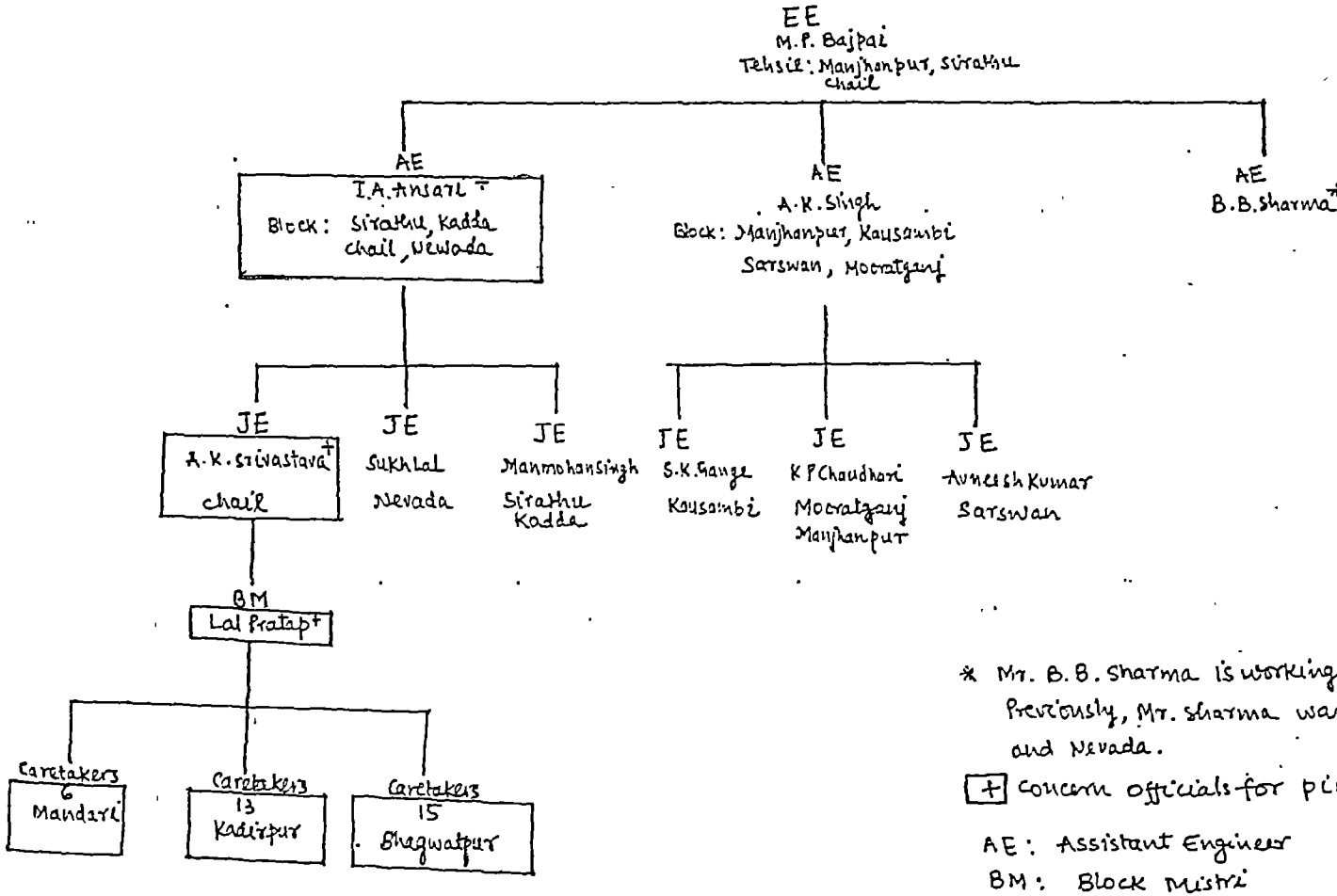
Note:

1. It will be translated in Hindi

2. Mechanic's and caretaker's remarks on "details of repairs" should be ticked in the appropriate columns

3. BM : Block Mechanic

Existing Maintenance Structure of U.P. Jal Nigam - Sixth Division, Allahabad



* Mr. B.B. Sharma is working with Ganga Pollution Unit. Previously, Mr. Sharma was looking after block chail and Nevada.

+ concern officials for pilot project area

AE: Assistant Engineer
BM: Block Mistri
EE: Executive Engineer
JE: Junior Engineer

Note: The structure is prepared on the information provided on April 10, 1989.

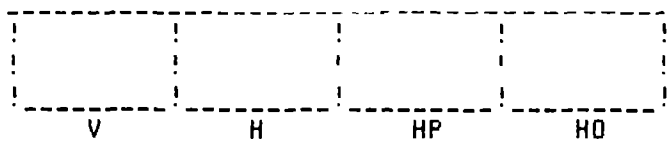
ANNEX 12

Dutch Assisted Programme/Pilot Project in Allahabad

Questionnaire on household survey on community participation in rural water supply

A. GENERAL INFORMATION

1. Survey form code:



where:

V: Village code
H: Hamlet code
HP: Handpump code no.
HO: Household no.

2. Name of the household head :
(specify if household is headed by woman)

3. Name of the respondent:

4. Social category:

5. Average annual income of the family (in Rs.)

6. Landholdings (in bighas)

B. HOUSEHOLD CHARACTERISTICS :

7.

	Relation with Head	Age	Marital Status	General Education	Professional skills	Economic Activity	others
	I	II	III	IV	V	VI	VII
1.	self						
2.							
3.							
4.							
5.							
6.							
7.							
8.							

Codes III : Male 1 Female 2

IV : Illeterate 1 Below primary 2 Primary (class V) 3

Middle (class VIII) 4 Highschool 5 Intermediate and above 6 (specify)

V : Nil 1 Medical 2 Teaching 3 Traditional 4

others 5

VI : child [1] student [2] housekeeper [3]

Agricultural worker/cultivator [4] service [5]

Traditional occupation (specify) [6] Disabled [7]

Retired/old age [8]

C : WATER SOURCE LOCATION AND WATER-USE SPECIFIC INFORMATION

8. How far handpump is located from your house ?

Approximate distance ( ) in mtrs.

9. Do you depend on project handpump for your water requirements ?

(i) fully (ii) partially (iii) not at all

10. How many families collect water from that handpump ?

( )

11. Why do you depend on handpump facility <u>partially</u> ?

(i) inadequate supply of water (ii) water point crowed at peak hours (specify peakhours)

(iii) bad taste of water (iv) unclean water (v) frequent breakdowns

(vi) dirty conditions around handpump (vii) others

12. If you do not at all depend on handpump for your water requirements, please specify the reason ...

(i) far off (ii) handpump crowed generally (iii) crowed at peak hours

(iv) bad quality of water (v) traditional sources more convenient to get water

(vi) traditional sources are being used for long (vii) used by lower caste

(viii) higher caste people do not allow (ix) socially unacceptable locations

(x) other inhibitions (xi) own source of water

13. Who goes to get water to the handpump ?

	<u>usually</u>	<u>sometimes</u>
(i) children		
(ii) women		
(iii) men		

14. Main uses of water (from handpump)

Estimated consumption (in terms of no. of buckets) per day

A. Washing clothes

B. Cooking

C. Drinking

D. Washing utensils

E. Bathing

F. For livestock

G. Others

15. Quality of water:

(i) clean (ii) dirty (iii) foul smell (iv) bad for cleaning

(v) bad taste (vi) others

16. At what time in the day do you use handpump the most ?

Morning			Noon		Evening		
(i)5-7	(ii) 7-9	(iii)9-12	(iv) 12-2	(v)2-4	(vi)4-6	(vii)6-8	(viii) 8 onwards

summers

winters

17. Do you find quality and taste of water from handpump -

(i) better than available from traditional sources

(ii) equally good

(iii) inferior

D. MAINTENANCE SPECIFIC INFORMATION :

18. Frequency of breakdown of your handpump

(i) never (ii) mostly in summer (iii) monthly

(iv) weekly (v) since installation (vi) others

19. How many times in a year ? .....

20. What are the most common faults ?

1.

2.

3.

4.

5.

21. What do you do in case of breakdown ?

(i) report to caretaker (ii) report to Gram Pradhan

(iii) report to Jal Nigam/block mechanic (iv) consult other users for necessary action

(v) repair yourself (vi) report to local mistri

(vii) do not know what should be done (viii) others

22. Which water do you use in that case ?

(i) nearby handpump (ii) nearby open well

(iii) nearby tubewell (iv) others

23. Who requests authorities/local persons for repairs ?

(i) Gram Pradhan (ii) other leaders (iii) caretakers

(iv) direct users

24. Duration of repairs :

(i) within a week (ii) within two weeks (iii) within a month

(iv) more than a month (v) others

25. Who does the repair ?

	Major	Minor
Jal Nigam		
Local persons		

26. How do you inform Jal Nigam for repairs ?

(i) Postcards (ii) personally at the concerned office

(iii) to officials visiting villages (iv) Block mistri

(v) do not inform (iv) others

27. If informed, how long does Jal Nigam take to attend the handpump reporting problem ? (after sending information)

(i) Immediately (ii) in-two-three days (iii) within a week

(iv) more than a week.

28. If you do not inform Jal Nigam, please specify the cause ?

(i) You believe that Jal Nigam mistries will respond late ?

(ii) Late response experienced actually

(iii) unco-operative attitude

(iv) demand of payment for services and spare parts

(v) no faith in their work

(vi) difficult to approach and communicate

29. Do you inform Jal Nigam for repairs of platform and drains also ? (Y/N)

30. Please rank 1 or 2 to evaluate relative performance of two maintenance structures

	Jal Nigam	Local mistri
(i) Time		
(ii) Payments		

(iii) Quality of work

(iv) Attitude

(v) Communication

E. COMMUNITY PARTICIPATION SPECIFIC INFORMATION :

31. Do you consider the handpump water clean and safe? (Y/N)

32. Do you know that there is a provision in Jal Nigam to test water quality in a lab? (Y/N)

33. Do you think the handpump sites are generally clean ? (Y/N)
If no, what would you suggest to keep the handpump site clean ?

34. Do you think handpump maintenance system is effective and efficient ? (Y/N)
If no, how it can be improved ?

35. Do you think drainage and platform conditions are regularly checked and repaired ? Y/N
If no, how can it be improved ?

36. Do you appreciate rendering services of women of your family for improving handpumps conditions ? Y/N
If yes, please suggest few names

37. Do you consider need of local institutions (Pani Panchayat) for better maintenance of handpumps?

ANNEX 13

Proposed Questionnaire :

Response of implementing agency- Jal Nigam on maintenance of handpumps and community participation

1. Are you satisfied with the quality of workmanship and site selection by Jal Nigam ?

2. What problems did you face from the community during installation of handpump ?

3. Do you feel that the handpump maintenance support provided by Jal Nigam is effective and sufficient ?

4. How much time is generally taken to repair handpumps after intimation from the beneficiaries ?

5. Does community timely communicate handpump defects ?

6. Do you have faith in complaints reported by the community ?

7. What difficulties do you face while attanding their complaints ?

8. Are you satisfied with the sincerity of senior/junior officials regarding their attendance of out of order handpumps ?

9. What would you suggest to improve the back-up support for the installed handpumps ?

10. Do you feel that community may be involved for the maintenance of handpumps ?

11. Do you consider it practically possible to nominate women in the villages as caretakers ?

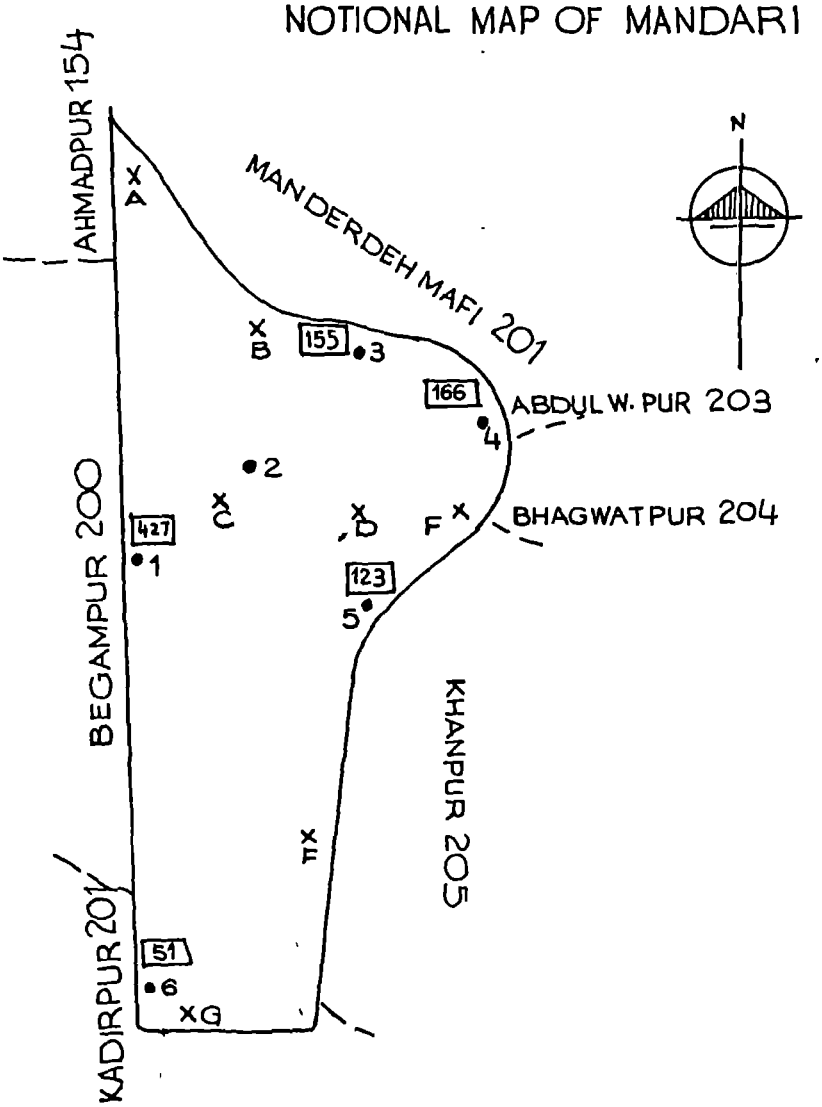
12. Do you think women can take up minor/major repairs of handpumps if trained properly ?

Please suggest most practical lines for involvement of community particularly women in such works.

14. NOTIONAL MAPS

14.1 Mandari
14.2 Kadirpur
14.3 Bhagwatpur

NOTIONAL MAP OF MANDARI



MANDARI 201

INDEX :

- • Hand Pump location
- x Well Location
- □ Number of Beneficiries (Persons)

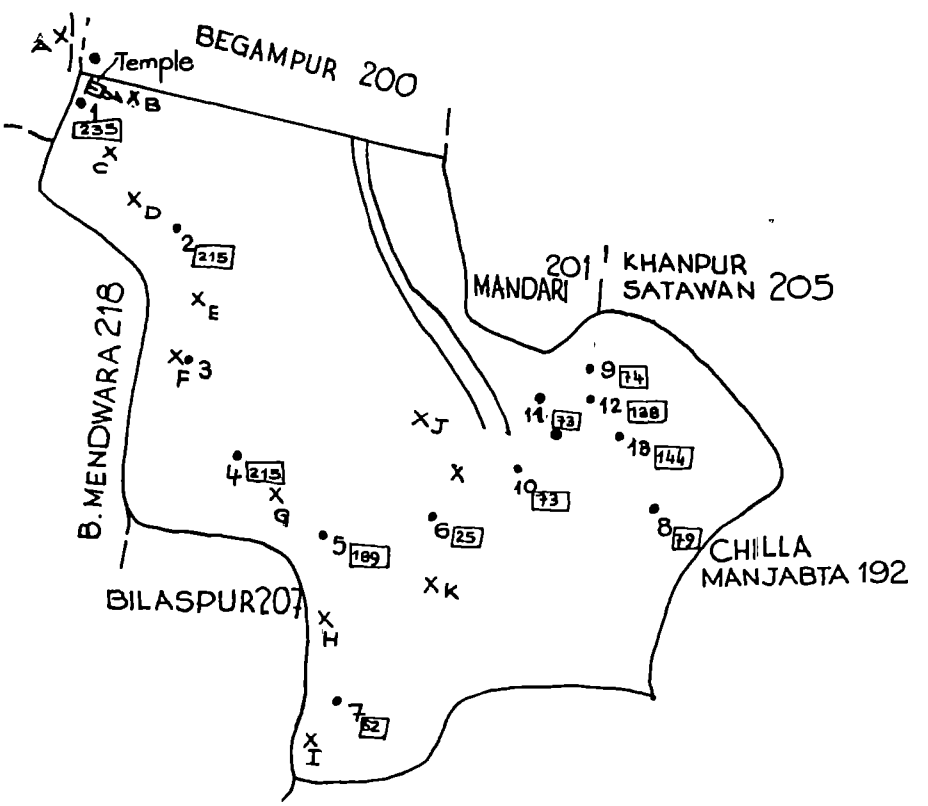
• ⇨ HANDPUMP INSTALLED NEAR THE HOUSE OF :

1. Primary School 2. Tahwar Ali 3. Panna 4. Gayadeen 5. Dhani 6. Sureman Lal

x ⇨ WELL LOCATED NEAR THE HOUSE OF :

A. Ram Niwas B. Sharda C. Mohammad Husain D. Raja Ram E. Beni F. Sarju G. Sureman Lal.

NOTIONAL MAP OF KADIRPUR



KADIRPUR 206

INDEX :

• HAND PUMP
× WELL
□ NUMBER OF BENEFICIRIES (PERSONS)

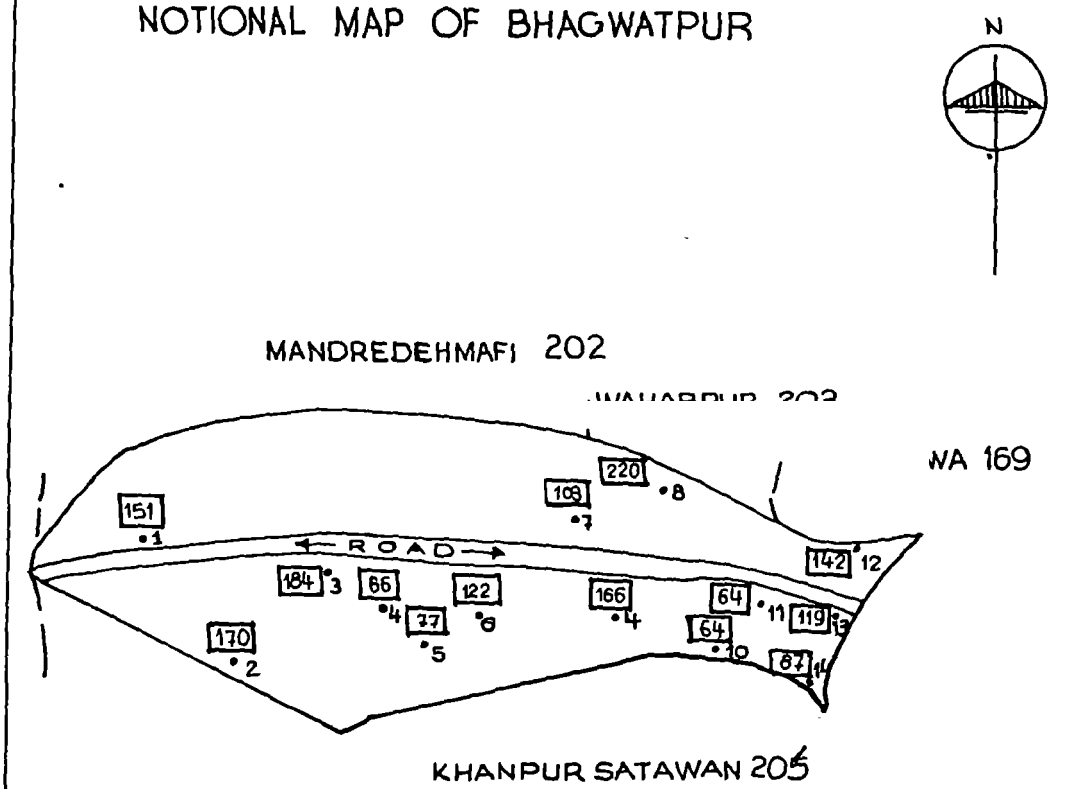
• ⇨ HANDPUMP INSTALLED NEAR THE HOUSE OF :

1. Ishrat 2. Manohar 3. Mehndi 4 Fuzail Ahmad 5. Pancham 6. Panna lal 7 Bacchu lal 8. Ram Asrey 9 Ram Singh 10 Gelai 11. Vipat 12 Sampat. 13 Bhundal

× ⇨ WELL LOCATED NEAR THE HOUSE OF :

A Mangal B. Near Temple C Bhagirathi D. Santosh E. Lakru F Mehndi Hasan G. Satish H Mohan I Bulaki J Nurrulah K Ram Saran .

NOTIONAL MAP OF BHAGWATPUR

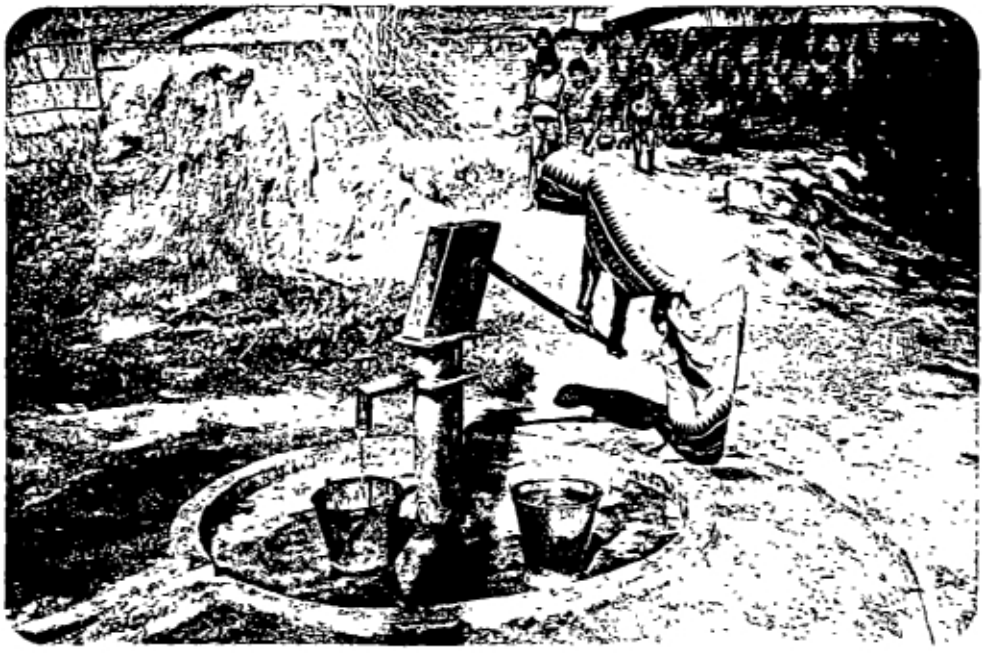


INDEX : • Hand Pump Location
□ Number of beneficiaries (Persons)

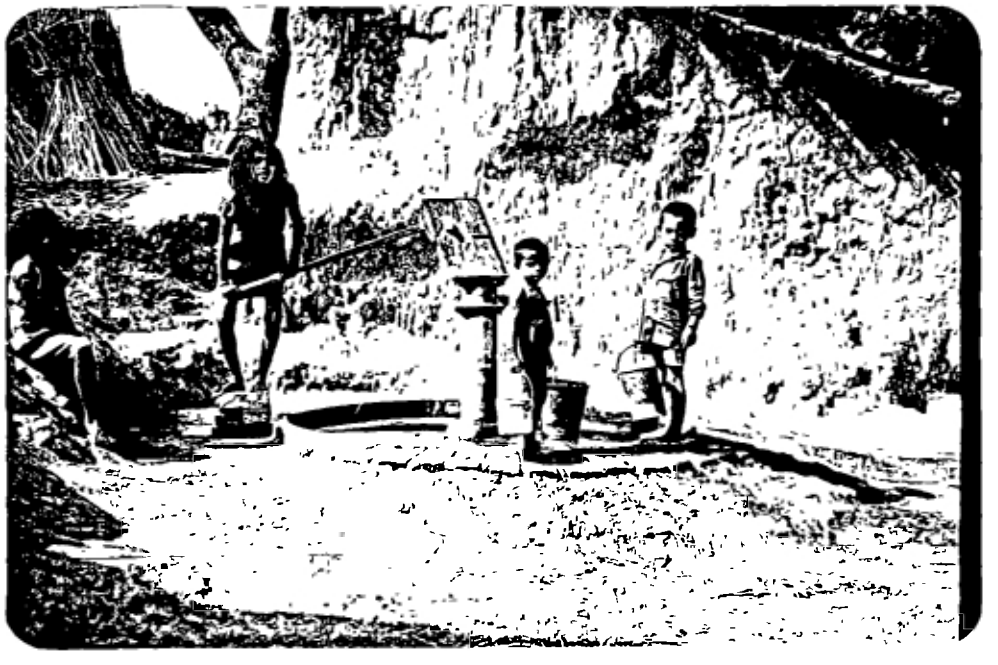
• ⇨ HANDPUMP INSTALLED NEAR THE HOUSE OF :

1. Bacchun Lal 2. Chandra Gupta 3. Rajwan Singh 4. Bal Mukund Shukla
5. Satnarain 6. Brij Mangal Singh 7. Maksoodan 8. Pappu 9 Shiv Murat Dubey 10. Shiv lal
11. Pyare 12. Kallu Kumhar 13. Raj Karan 14. Baba Deen.

15. SOME PHOTOGRAPHS FROM THE PILOT PROJECT AREA

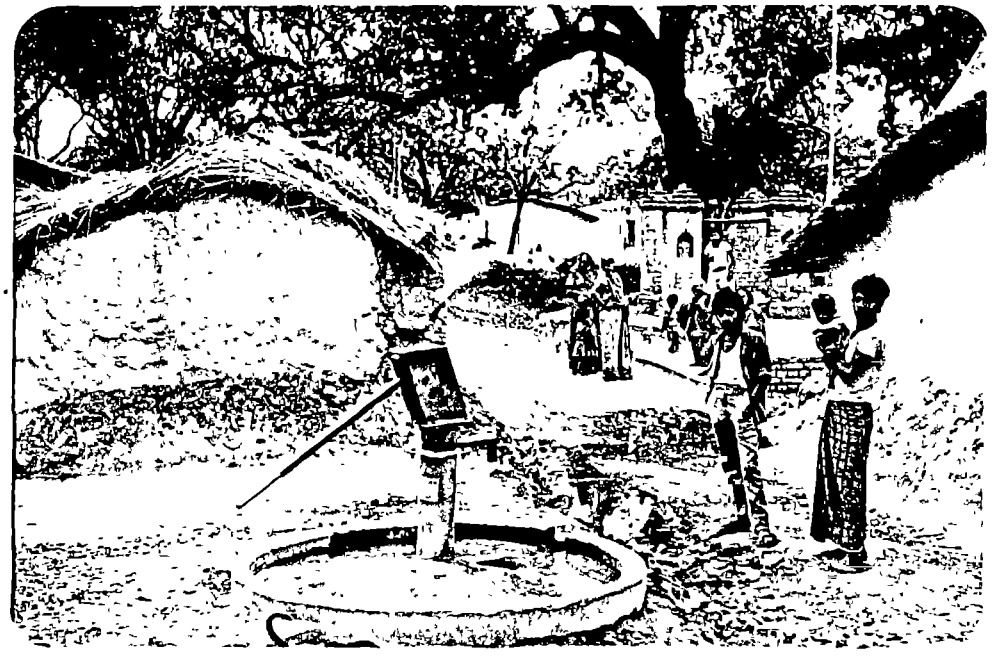


The real beneficiaries: less efforts clean water

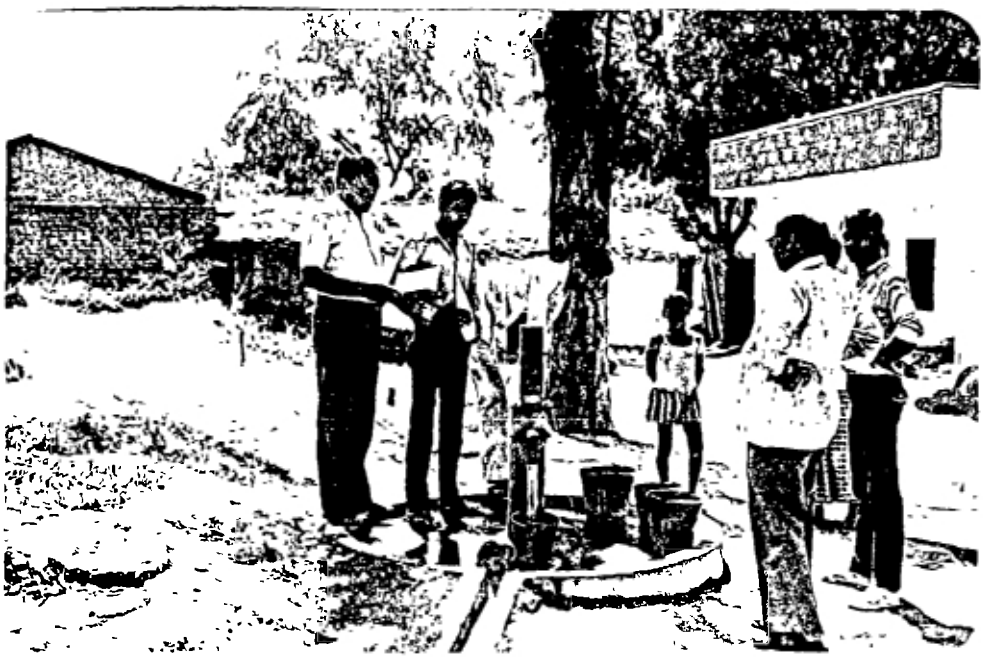


Women and children:catalysts for change

Unreasoned site selections: aggravating problems

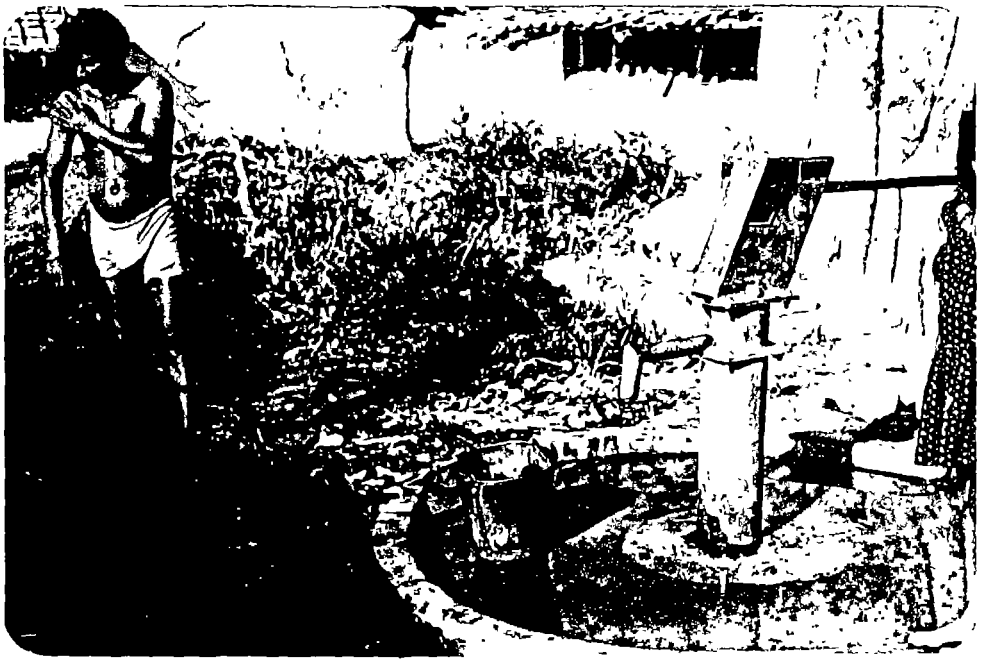


Dirty conditions : Initial negligence

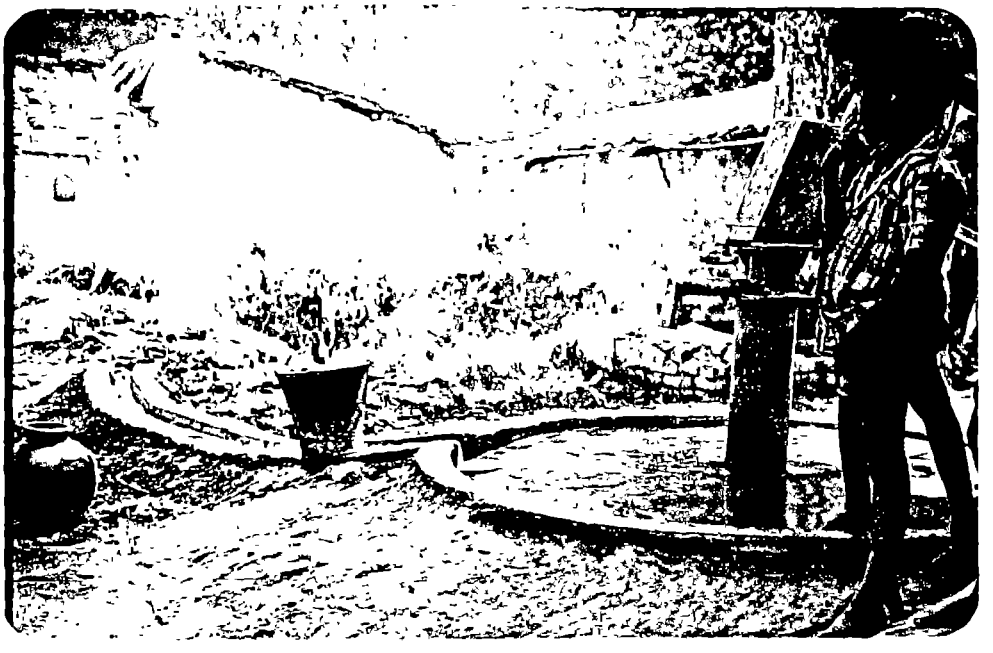


Jal Nigam engineers : work at warfooting

Dubious location:Removal of an inoperational handpump



Minor repairs : sea change in cleanliness



A: Responsive community : discussions on poor drainage of handpumps

B: State of fix : No space for handpump installation

Functions of Pani Panchayats

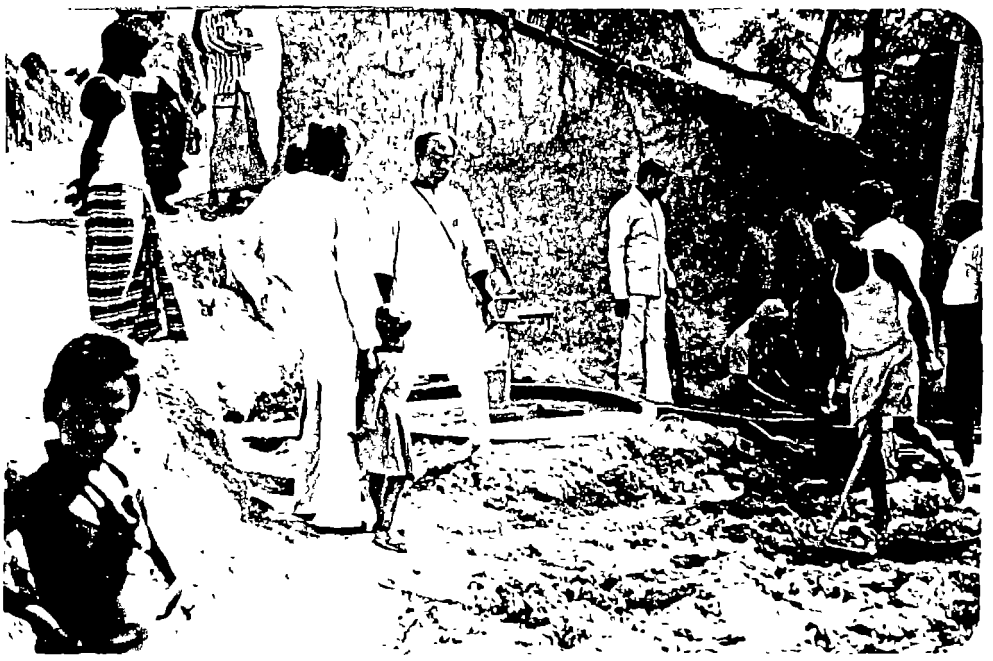
The literates reading-illiterates listening

From teaching to practice

Personal interest in community work

A: Cleaning a drain contructed with equal contribution by beneficiaries

B: cleaning unconstructed drain



Social Planning Adviser engrosed in observing surroundings around newly rebo red handpump

Review and Support Mission-22
in pilot project area