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Swajal Samachar

Uttarakhand Rural Drinking Water Supply & Sanitation Project

PROJECT MANAGEMENT UNIT
SWAJAL PROJECT, DEPARTMENT OF DRINKING WATER, GOVT. OF UTTARAKHAND

Uttarakhand Rural Drinking Water Supply & Sanitation Project

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CONTEND

From the Editors Desk

It's a great pleasure to present the second edition of Swajal Samachar, which is primarily focused on Sanitation issues. The inaugural issue of Swajal Samachar was published in the month of September, 2009 and was inaugurated by Hon'ble Minister, Shri. Prakash Pant, Department of Drinking Water, Government of Uttarakhand on 06th September, 2009 in the presence of Hon'ble Chairman Zilla Panchayat, Dehradun, Hon'ble MLA, Sahaspur during a ceremony in a public gathering of village people of Sector Program Gram Panchayat, Kotla Kalyanpur, Block Sahaspur, Dehradun and other adjoining villages. In fact, to cater to the need and demand of the magazine to each and every village of the sector program, 3000 thousand more copies were reprinted in the month of November, 2009.

Swajal Samachar's target audience ranges from common village folk, students, teachers, to PRI & other elected representatives, district - state level officials, voluntary organizations, engineers, scientists and to the World Bank and Government of India. In last quarter, we have received a lot of communication, written and verbal from all above sections, which shows that our efforts of making Swajal Samachar a communication tool has succeeded upto some extent. Some of these comments form a part of this issue with a view to get your opinion on water and sanitation issues of the state of Uttarakhand.

This issue is devoted to "Sanitation" thus shall be remembered as a sanitation issue. We hope that in the wake of the Mahakumbh, 2010, we, as the residents of state of Uttarakhand and the source of the river's Ganga, Yamuna, Saryu, Kali, Gomti and Ramganga, will show the road map to others by making the state a clean and nirmal Uttarakhand.

We also solicit your valuable comments and suggestions to make Swajal Samachar effective tool of communication for water and sanitation related issues

With good wishes for the Year 2010.

-Editor

Midterm Review (MTR) Report

Background and Objectives:

The pilot phase of the Uttarakhand Rural Water Supply and Environmental Sanitation Project (URWSESP) implemented during 1996-2003, became a sector model in India. Government of Uttarakhand decided to scale it up for improved coverage in the State, adopting a sector-wide approach. Consequently, a scaling up proposal was submitted to the World Bank and was subsequently approved for funding. The scaling up project, now termed as 'Uttarakhand Rural Water Supply and Sanitation Project' (URWSSP), also referred to by its acronym, 'SWAp' commenced its operations in December 2006.

The project covers entire rural areas of the Uttarakhand State. The project is facilitated by the Department of Drinking Water, GoUK and executed by three agencies namely Uttarakhand Peyjal Nigam (UJN), Uttarakhand Jal Sansthan (UJS) and Project Management Unit (Swajal), International Development Association (IDA)-World Bank, Government of India (GoI), Government of Uttarakhand (GoUK) and Rural Beneficiary Communities jointly fund the project. The project has a total budget of $ 224 million of which the IDA credit is limited to a maximum of $ 120 million. The URWSSP is scheduled to close during year 2012. The project development objective is to improve the effectiveness of Rural Water Supply and Sanitation Services (RWSS) through decentralisation and increased role of Panchyati Raj Institutions (PRIs) and involvement of local communities, along with other associated benefits. The URWSSP has three components; component A: RWSS Sector Development worth $5 million; component B: RWSS Infrastructure Investments worth $197 million; and component C: RWSS Program Management Support and M&E worth $22 million. Government of Uttarakhand decided to conduct a Mid Term Review (MTR) of URWSSP during August -September, 2009. At this MTR stage the project is delivering water supply services through completed 372 schemes benefiting a population of 78,133.

Sector Monitoring and Evaluation (M&E): The following are the M&E systems carried out by the PMU.

(i) Sector wide M&E System-physical and financial progress in delivery;

(ii) Periodic review to learn from field experience and provide strategic inputs;

(iii) Sustainability M&E to track the long-term technical, financial, institutional, social and environmental sustainability prospects of the schemes;

(iv) Community monitoring to the help community members tracks the progress of their schemes in all the phases of the project;

Review meetings is the most common form of mid course examination and correctional practice adopted by all sector agencies. Referring to sector wide M&E system, for which PMU is responsible, the output depends on the data sourced from UJN and UJS, which in most cases are not timely and delayed. Periodic review studies (Concurrent Monitoring) have to be undertaken by the PMU, making it applicable

even to Uttarakhand Peyjal Nigam (UJN) and Uttarakhand Jal Sanstan (UJS) schemes. In order to strengthen the MIS process, the Sector Information System (SIS) platform needs to be streamlined among UJS and UJN, which could be under the guidance and supervision of PMU, than having three separate entities. Also, the district level functionaries within UJN and UJS needs to be sufficiently trained in realizing need for timely information and in making adequate and accurate data entries. Under the Water Supply Schemes and Catchment Area Protection Works, The physical and financial targets revised for the MTR and achievements against targets by sectoral institutions are as given below.

Table -: Agency wise Target Achievements

	PMU			UJS			UJN		
	Revised MTR target	Achievement against MTR	%	Revised MTR target	Achievement against MTR	%	Revised MTR target	Achievement against MTR	%
Habitations	203	304	150%	95	189	199%	100	253	253%
Schemes	102	179	175%	47	98	209%	50	95	190%
Financial (Lakhs)	1,523	3,432	225%	328	652.18	199%	200	494.69	247%

Beneficiary Satisfaction Rating - The User Communities are generally satisfied about the water supply service in the rural areas. Agency wise satisfaction for functioning water supply schemes as evident from the household survey are as follows.

Table -: User Communities ratings on water services

Satisfaction Ratings	UJN	UJS	PMU
Satisfactory	20%	7%	3%
Good	53%	34%	46%
Very Good	20%	51%	39%
Excellent	6%	8%	12%
Combining Good, Very Good and Excellent resp onses	**80%**	**93%**	**97%**

Economic Analysis: Time saved in water collection due to improved water supply,

(i) The time savings experienced is in the range of 1.6 to 1.9 hrs/ household/ day which is less than the expected time savings of 2.9 hrs/ household/ day as calculated during the pre-project evaluation.

(ii) Benefits of Incremental Increase in Water Supply. Value of incremental water is calculated as Rs. 20.53 lakh / year / scheme.

(iii) Money Saved on Recurring and Capital Cost. After the implementation of the scheme, the O & M expenses incurred on the existing water supply scheme is considered as the recurring cost saved. The annual savings in existing capital & recurring costs is to the tune of Rs. 0.77 lakh/scheme.

(iv) ERR and BC Ratio for the Project. Summary of the economic analysis is presented in the table next.

(v) Time Saved due to Construction and Use of Latrines. Time savings due to the construction of latrines and hence, avoidance of open defecation is calculated as equivalent to 18 minutes in the Garhwal and 33 minutes in the Kumaon region. On an

Table -: Summary of Economic Analysis

Region	Technology	No. of Completed Schemes Covered for Review	Economic Internal Rate of Return (EIRR) in %	Economic Net Present Value (ENPV) @ 12% (Rs. In Lakhs)	Benefit Cost Ratio (BCR)
Garhwal Region	Gravity & Hand pump	37	32.15%	421.08	2.72
Kumaon Region	Gravity	42	35.67	487.30	3.07
Combined	Gravity & Hand pump	79	33.89	908.37	2.89

average the time savings per person is estimated as 25 minutes per day. The time, thus, saved is converted into opportunity cost and it is estimated that Garhwal accounts for Rs. 7.27 lakhs and Kumaon accounts for Rs.14.11 lakhs. Thus, the average opportunity cost in terms of time saved for the surveyed households is to the tune of Rs. 3,563 per household per year.

On the basis of the cost benefit analysis, it can be concluded that completed project is economically feasible and financially sustainable. Also, economic feasibility level for the completed schemes had improved considerably to the pre-project level assessment due to the main reasons reduction in project cost, timely completion of projects, and Considerable increase in the wage rate from the pre-assessment stage.

General Observations and Recommendations:

1. Uttarakhand is the first state adopting sector wide approach in WATSAN in the whole of India. Commencing in 2006 in an atmosphere of uncertainties, the URWSSP has attained lot more maturity today. The project has overcome some of the initial hiccups, sailing through three years of hard clime and delicate balancing between sectoral partners. Government directions, interventions and orders have provided the legal framework for carrying forward SWAp. Fund stressed as GoUK is, SWAp is a wonderful opportunity for finding soft loan funds and further saving itself from the trouble of operations and maintenance expenses after the commissioning of schemes. The URWSSP is receiving good support from the Government, especially at the Secretary and cabinet level. The stand of the political executive and larger polity in its support to URWSSP and SWAP is unequivocal and strong.
2. Considering SWAp as a first time development experiment, challenged the public water utilities out of their comfort zone and the reactions that Uttarakhand has witnessed in the last three years are nothing but normal. UJS and UJN were not part of Swajal pilot phase project. For them, the SWAp is the first experience in a major change management process and they had to build experience with regard to facilitating community managed and demand driven water supply schemes. UJN and UJS were initially unwilling partners into the SWAp alliance with unsharpened skills for community mobilisation, demand generation, IEC activities, GP and SO facilitation. Three years of SWAp experience has made a lot of difference in these sectoral institutions. There are lot of supporters for SWAp as a concept in UJN and UJS today. UJN and UJS have to internalize the dynamics of SWAp and its praxis. Working modalities of SWAp at the intra- institutional level of UJN and UJS is yet to emerge fully. It takes time to bring people in institutions and institutions itself on board to accept changes. However a pilot level SWAp planning, implementation and operation arrangement would have

created a better environment for change process in future such initiatives.

3 Apex and Policy levels of the GoUK has played constructive roles in carrying forward the process of SWAp through mediation, reviewing, monitoring and using good offices of the government. The role played by Secretary, Drinking Water, GoUK during the last one year plus in this regard is commendable.

4. Details of the involvement of the GoUK and GoI were collected from the office of the Secretary, Department of Drinking Water. Since August 2008, 82 meetings have been held in which the progress of the SWAp/ URWSSP was reviewed and reflected. While in 2008 and 2009, 29 and 53 meetings were held at various levels respecively. The monthly analysis of the data regarding meetings shows that the project is being closely monitored by the Government at various levels. Probably this monitoring has come a bit late. "Had it happened since the early beginning of the project the scenario could have been much better today?" Another important point in the context of political economy is that the sectoral institutions must be self driven in realizing its objectives. The self driven initiatives can only happen when it is supported by institutional convictions. That is probably where the project has to move now from being pushed by the State Government closely.

5. The demand for the State of Uttarakhand was based on the urge to integrate three 'J's- Jal, Jungle and Jameen. In the context of URWSSP, there is scope for adding another 'J' to the three already stated. The fourth 'J' is for Janatha. Thus the political economy of the State in governing the water sector in Uttarakhand State needs to integrate, water, forests, land and people, for which sectoral institutions have been formed. Necessary government orders have been issued and policy frameworks are prepared for facilitating the implementation of Sector Wide Approach. There is an overall policy environment for implementing the SWAp. There must be added strategies to help the public sector utilities to change mindsets, attitudes and roles into that of a facilitator. SWSM needs to become an active institutional stakeholder in bringing about this change. The GoUK also needs to facilitate the process of political and economic decentralization to create a larger favorable environment for realizing the changes anticipated in the SWAp.

6. Hon'ble Minister for Drinking Water, Government of Uttarakhand and Secretary, department of drinking water have made frequent interactions and reviews with heads of institutions and even direct communicating with the divisional and circle level officers in UJN and UJS. SWSM at the State level, DWSM at the District level and the Gram Panchayath at the local level are expected to play key roles in carrying forward the reforms in the water sector. Proactive intervention from SWSM is a need of the hour. SWSM also needs to meet as required by the legal provisions and its Secretariat- SWSC needs to be strengthened so as to enable to give the kind of managerial and technical leadership that is expected of it in the sector. The district level systems and arrangements are functional. At the same time there is lot of complexity at the district level as DPR proposals have to go through various stages for receiving approval. Though it is good for projects to be subjected to scrutiny by administrative, technical and political levels of government, it has had a serious role in causing delay in project approval and execution.

7. At the grassroots level, it is the GP that is in active role. The leadership qualities of the Pradhan is a key factor at this level in making things happen. The administrative set up of the GP is yet to be steady with a dedicated secretary for each GP. Also, though it was expected that the junior

technical staff of the UJN and UJS were to report to the Pradhan as envisaged in the PAD, it is still a long way to go in achieving this provision. Decentralization process of the State itself is responsible for the weakness at the local level. There are several overlapping areas and factors in the reform process and water sector reforms cannot be seen in isolation from the total decentralisation environment. That is to say, unless there is a strong political will exercised by the entire polity of Uttarakhand, the local self governing institutions can not be empowered. To expect that water sector reforms by itself can bring about reforms is a far fetched dream.

8. Another gap with regard to the PAD provisions is that at least half of the DPMUs were to be manned by Engineers from UJN and UJS at MTR. This has not happened. There is acute scarcity of staff at UJN and UJS to make this happen. Yet, if done, this would go a long way in bringing about emotional integration between the sectoral players. It would enhance the pace of reforms if deputation of personnel and experience with technical and social background can become practical between UJN, UJS and PMU.

9. The targets set at MTR stage is achieved by the sectoral partners. This achievement is only around 10 to 15% in terms of physical and financial aspects. But there is a general feeling of optimism at SWSM, UJN, UJS and PMU and they express the hope that the targets set for them can be met. But beyond that hope of self confidence, UJN and UJS have to give a thought to how it can be achieved and what are the hurdles on the way. Detailed planning, work breakdown responsibilities need to be done against strict time frames. Impulsive and spasmodic management tendencies are prominent in both the UJN and UJS. PMU is a shade better, but needs more enhancements of capacities at the DPMU level, which is the cutting edge in their operational implementation. However, the general sense of commitment that prevails in the organisation is praiseworthy.

10. The main strengths of SWAp- URWSSP are Transparency, Grassroots Democracy - through community decision making, Community Procurement - Less Leakages and Corruption, Fund and Finance Management by Users, Improved Involvement of PRIs especially GPs, Involvement of NGOs and a demystification of development experience, Technology and Management. Far from being a project that provides water, it is a radical experiment in deepening the democratic experience. It is also opportune to observe here that Swajal PMU is honored by the Government of Uttarakhand with the Right to Information (RTI) Award in October 2009, for demonstrating good governance and transparency practices in the project. A system is in place to handle comments, suggestions and grievances at Swajal PMU level that includes maintaining a project log and filing to monitor status of follow up of each received comments, suggestions and grievances. The Swajal part of the URWSSP has demonstrated how regulatory mechanisms can be incorporated into its functioning through the incorporation of RTI.

11. At the grassroots level, the community has proved that it is capable of participating in the planning, designing, implementing and post-operational management of water supply schemes. The role of GP in this experiment is better today than Swajal pilot phase, but still needs drastic improvement. This improvement will depend up on two aspects: first, the personal strength, education, confidence and leadership qualities of the GP Pradhan and his board; second the political and economic decentralization, the GoUK is ready to introduce in the PRIs, giving it resources, powers and personnel. Where the first aspect, the personal capabilities and political will already exist, there it is already contributing to the efficient functioning of

water supply schemes and their governance.

12. The project receives lot of informal political support at the block level. There is a working arrangement at the district level with frequent interactions between major players through formal and informal ways. The formal ways are the TRC, DWSC and the DWSM, facilitated by the DPMU Project Manager. Secretary, DDW has through his intervention brought about an informal institutional interaction on a weekly basis at the District / Divisional level between UN, UJS and DPMU. This has proved to be an extremely useful step in inter-institutional ice-breaking.

13. At the State level, the integration between the sectoral institutions is still informal and nominal in comparison to district level engagements. This needs strengthening and strong facilitation skills on the part of the head of the department of drinking water at the cabinet and bureaucratic levels. This is in a way a political will and commitment to reforms. Unless it is sustained over several years, the desired change at the level of key sectoral players will not become part of their behavior, thinking, mind set and attitudes.

14. To put it in brief the "forming and storming" of SWAp are more or less complete. "Norming and transforming" have to take place now to go into full fledged institutional and sect oral reforms in the water sector. Also, it needs to be kept in mind by all concerned that parallelism of schemes in villages is sending a wrong message about URWSSP and SWAp. This needs to be overcome by all means. Inconsistency in database and information management also needs improvement.

Conclusion:

Uttarakhand is the first state adopting sector wide approach in WATSAN in the whole of India. Commencing in 2006 in an atmosphere of uncertainties, the URWSSP has attained lot more maturity today. The project has overcome some of the initial hiccups, sailing through three years of hard clime and delicate balancing between sectoral partners. Government directions, interventions and orders have provided the legal framework for carrying forward SWAp. The URWSSP is receiving good support from the Government, especially at the Secretary and cabinet level. The stand of the political executive and larger polity in its support to URWSSP and SWAp is unequivocal and strong.

Considering SWAp as a first time development experiment, it has shocked and challenged public water utilities out of their comfort zone. UJS and UJN were not part of Swajal pilot phase. For them, the SWAp is the first experience in a major change management process and did not have any experience with regard to facilitating community managed and demand driven water supply schemes. It takes time to bring personnel and institutions itself on board to accept changes. Apex and Policy levels of the Government of Uttarakhand has played constructive roles in carrying forward the process of SWAp through mediation, reviewing, monitoring and using good offices of the government. The role played by Secretary, Drinking Water, GoUK during the last one year plus in this regard is commendable.

The demand for the state of Uttarakhand was based on the urge to integrate three 'J's- Jal, Jungle and Jameen. In the context of URWSSP, there is scope for adding another 'J' to the three already stated. The fourth 'J' is for Janatha. Thus, the political economy of the State in governing the water sector needs to integrate, water, forests, land and people, for which sectoral institutions have been formed. Necessary government orders have been issued and policy frameworks are prepared for facilitating the implementation of Sector Wide Approach. There is an overall policy environment for implementing the SWAp. To this must be added strategies to help the public sector utilities to change mindsets, attitudes and roles into that of a facilitator. SWSM needs to become an active institutional stakeholder in bringing about this change. The GoUK also needs to facilitate the process of political and

economic decentralisation to create a larger favorable environment for realizing the changes anticipated in the SWAp.

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The main strengths of SWAp- URWSSP are Transparency, Grassroots Democracy - through community decision making, Community Procurement - Less Leakages and Corruption, Fund and Finance Management by Users, Improved Involvement of PRIs especially GPs, Involvement of NGOs and a Demystification of development experience, Technology and Management. Far from being a project that provides water, it is a radical experiment in deepening the democratic experience.

At the grassroots level, the community has proved that it is capable of participating in the planning, designing, implementing and post-operational management of water supply schemes. The role of GP in this experiment is better today than Swajal pilot phase, but still needs drastic improvement. This improvement will depend up on two aspects: first, the personal strength, education, confidence and leadership qualities of the GP Pradhan and his board; second the political and economic decentralization, the GoUK is ready to introduce in the PRIs, giving it resources, powers and personnel. Where the first aspect, the personal capabilities and political will already exist, there it is already contributing to the efficient functioning of water supply schemes and their governance. The project receives lot of informal political support at the Block level. There is a working arrangement at the district level with frequent interactions between major players through formal and informal ways. The formal ways are the TRC, DWSC and the DWSM, facilitated by the DPMU Project Manager. Secretary, DDW has through his intervention brought about an informal institutional interaction on a weekly basis at the district / divisional level between UJN, UJS and DPMU. This has proved to be an extremely useful step in inter-institutional ice-breaking. At the State level, the integration between the sectoral institutions is still informal and nominal and in a way weak, when compared to the district level engagements. This needs strengthening and strong facilitation skills on the part of the head of the department of drinking water at the cabinet and bureaucratic levels. This is in a way a political will and commitment to reforms. Unless it is sustained over several years, the desired change at the level of key sectoral players will not become part of their behavior, thinking, mind set and attitudes. To put it in brief the forming and storming of SWAp are more or less complete. Norming and transforming have to take place now to go into full fledged institutional and sectoral reforms in the water sector.

Role and Importance of Filtration Procedure in Water Supply Schemes

It is of most significance that water we use for drinking purpose in free of impurities. The process to remove the suspended solids, colloids and pathogens etc., is called filtration. This is though very old and conventional method, yet of great importance. In the process, water is passed through some filter media mostly sand, grit etc., as per requirement. The unwanted matter generally remains on the top of filter media and clean water is collected and used for the drinking purpose. To make it more safe the disinfection process also takes place. These disinfectants may be chlorine in the form of bleaching powder, hypo Soln, activated carbon, silver, copper etc., all these are bactericidal.

While using the different type of filters in water supply schemes, there should be same operation and maintenance related issue to be kept in mind, depending upon the requirement, generally two types of filters are in use:-

1. **Roughening Filter (RF):-** It should be cleaned regularly, so that soil particles, leaves and other things which may choke the filter media are removed. It is recommended that at least once in a month, the filter chamber is washed and cleaned. Chamber does not get damaged, this also has to be checked in small intervals of time.

2. **Slow Sand Filter (SSP):-** Filter media used should be cleaned and washed before using first time. There should be no air gap in media, when using first time. At least for first 24 hours the water should not be used for drinking purpose. Filter needs continuous supervision for operation and maintenance. Filter media should be well merged by water continuously otherwise due to drying up of top surface, the cracks are developed. The water percolated directly though these cracks without getting filtered.

So, using these simple tips, we can get the water which is quite safe as potable water.

Mr. R.K. Rajwar, UC (Environment),
PMU-Swajal

Operation & Maintenance Policy for Community

Introduction:

Establishing Operation & Maintenance System

Once the implementation phase of community led water supply and sanitation system is completed by the User Water Supply and Sanitation Sub-Committee (UWSSC), topmost priority of the DIA would be to institutionalize the operation and maintenance of the system involving all the concerned stakeholders' v.i.z Users, UWSSC and the PRI representatives. There are many instances where poor operation and maintenance led to decreased utility or even to an early failure of the newly created community assets. Thus the perceived health and socio- economic benefits that were expected to accrue from the scheme could hardly be realized.

Apart from the huge investments being wholly or partially lost, further expenditure on premature replacement of equipments or on the rehabilitation of the facilities could not be justified except at huge monetary loss to its owners. Proper operation and maintenance of the facilities created, therefore, is a prerequisite for deriving full benefits on a long-term sustainable basis.

Thus the DIA should provide technical assistance to the UWSSC after commissioning of water supply schemes to place the O&M system in order. The task to be performed/ activities to be undertaken towards establishing the O&M systems are mentioned in the indicative list given below. The activities to be actually undertaken shall be subject to the need and requirements of the community, type of the technology adopted as well as on the terrain of the scheme and would largely depend on the social fabric of the village:-

1. Institutional/Social Systems:

(a) Sensitization of UWSSC/ JPS/ GP towards tariff fixation & collection of water supply;

(b) Social audits of Water supply sanitation & catchments conservation works by Community;

(c) To ensure the users satisfaction on regularly basis;

(d) Complain & Grievances redressal system to identifying & report breakdowns;

(e) Strengthening the Roles and responsibilities of Users, UWSSC, GP/ PRI and DIA for major O & M issues;

(f) Task assignment for procurement of materials to undertake repairs;

(g) Fixing of responsibility for preventive & corrective maintenance;

(h) Healthy Home Surveys and clean up campaigns to be undertaken by the community;

(I) UWSSC Byelaws duly adopted by the GP/ PRI;

(j) Deployment of scheme maintenance worker/workers, assigning day to day duties and ensure regular payments;

(k) Reorganization of UWSSC & refresher trainings;

(l) Reduction in the practice of open defecation-community penalty imposed on open defecation;

(m) Regular meeting by UWSSC & open community level meeting.

2. Technical Systems:

(a) Technical audits of Water supply sanitation & catchments conservation works by Community/ JPS/ UWSSC;

(b) System for filter cleaning and chlorination;

© Fixing responsibility for undertaking repairs;

(d) Establishing Systems towards preventive & corrective maintenance;

(e) System for water quality testing & surveillance;

(f) Latrines & other individual items are in regular use;

(g) Safe disposal of solid & liquid waste water;

(h) Regular monitoring of water supply assets & distribution systems.

3. Financial Systems:

(a) Establishing user friendly book keeping & accountancy system for proper upkeep of funds & its record generated towards O&M of assets;

(b) Billing & collection system including issue of receipt against collection;

(c) Insurance of the water supply schemes as a mitigation plan;

(d) The Operation & Maintenance (O & M) saving Bank Pass Book is with the UWSSCs;

(e) Maintenance of stores, issue and receipt of material accounts.

After establishing above mentioned O & M system in place and completing all the other activities, the logical culmination of the Implementation Phase shall be the 'Exit' of DIA and support organization from the village. On the event of the exit, the DIA shall necessarily complete the following activities:-

(a) Copy of approved Implementation phase completion reports (IPCR) is handed over to UWSSC/ GP/ PRI;

(b) Copy of approved final accounts of Implementation Phase Quadruple Agreement (IPQA) is handed over to UWSSC/ GP/ PRI;

© The pre Sector Program water supply schemes are taken over by the UWSSC/ GP/ PRI;

(d) Bye-laws for UWSSC are adopted by the GP/ PRI;

(e) Scheme specific guidelines for the engineering aspects (e.g. chlorination measurement residual Chlorine, cleaning of filtration systems, weeding, gap filling, ANR and plantation activities etc.) on Operation & Maintenance are given to the UWSSC;

(f) Financial & Institutional aspects of Operation & Maintenance phase are discussed and finalized and documented in UWSSC registers;

(g) Grievances redressal register issued & maintained by the UWSSC;

(h) The demand and collection register of O&M tariff charges, Daybook for receipts and payments, UWSSC minutes-books are maintained by the UWSSC;

(l) Various documents and printed material issued by DIA or SO from time to time are handed over to UWSSC;

(j) To remind the UWSSC to pay regularly the electricity charges, if applicable;

(k) To remind the UWSSC to continue Healthy home surveys and self help groups activities in the O & M phase.

These activities shall be under taken in a day long village Immersion Programme as a part of Exit plan".

Exit Strategy

Introduction:

Exit is a process of gradual withdrawal of the Support organisation (SO) and the District implementing Agency (DIA) from the village in anticipation that the community has been empowered to operate and maintain its water supply and sanitation schemes on its own. Exit is a culmination of a process and not a process in itself. Exit means that the community has owned the assets created by them and takes up entire responsibility of operation and maintenance. The beginning of Exit begins from the day the village was selected and it culminates through a process called as Village Immersion Programme. The steps of Exit are as follows:

1. Pre-conditions of Exit

Institutional

(a) The GPs/ UWSSCs have completed the works for establishing O & M system under Implementation Phase;

(b) The Scheme Maintenance Worker (SMW) is in place;

(c) All the Gram Panchayat representatives and other 'village elders' are invited during the day of Exit;

(d) Adoption of by-laws of UWSSCs by GPs vetted by Gram Sabha.

Technical

(a) The process of Exit ensures that all the construction works mentioned in the Detailed Project Report or extra works sanctioned afterwards have been completed;

(b) The chlorinator has been installed and bleaching powder is available with the Users Water and Sanitation Sub Committees (UWSSCs);

(c) Availability of Chloroscope/ H_2S strips with the UWSSCs.

Financial

(a) The Implementation Accounts of GPs/ UWSSCs have been settled and communicated to the GPs and UWSSCs;

(b) All pending payments such as labor and Household Sanitary Latrine incentive/ subsidy have been settled at the village level;

© Daybook, Demand and Collection register, Receipt Book and Stock Book are available with the UWSSCs;

(d) The Operation & Maintenance (O & M) saving Bank Pass Book is with the UWSSCs.

2. Process of Exit

The Exit is a 24 hours exercise including night halt in the village. The three major activities during the course of Exit are as under:

(a) Conduct Healthy Home Survey on five indicators such as washing hands before eating, washing hands after defecation, safe disposal of infant excreta, use of safe water for drinking and cooling purpose and use of household sanitary latrine for defecation;

(b) The Sustainability Evaluation Exercise (SEE) has to be conducted for the water supply scheme and the findings of the SEE are discussed in the community wide meeting;

(c) Community wide meeting: The following key issues are discussed and addressed in the community-wide meeting:

Technical

(a) Process of chlorination including dosing (process to be written on the CWR/ O & M Register);

(b) Availability of bleaching powder (address/place from where it could be procured to be written on the O & M Register);

(c) Cleanliness of filtration units at regular interval. Demonstration on cleaning and recharging is given to the UWSSCs and Scheme Maintenance Workers.

Financial

(a) Record keeping of tariff collection (Demand and collection register), expenditure and repair works. The community is facilitated to prepare their own format in the register;

(b) If the community has not begun the tariff collection, the day of Exit is used for the beginning of the tariff collection and the Treasurer issues the receipt (and if required bills);

(c) Insurance option: The issues such as need for insurance, structures that could be insured, premium cost, per household contribution, nature of paper works to be done, etc are discussed with the community;

(d) Confirmation of no pending payment to the community.

Institutional

(a) The demand for additional latrine construction is assessed and the UWSSCs are asked to submit the proposal detailing about number of latrine to be constructed and the time period;

(b) The byelaws of the UWSSC and the provisions such as penalty for defaulters and tariff for public and private stand posts are discussed in the meeting in the presence of GP representatives and the community.

Social

(a) Discussion on the findings of the Healthy Home Survey and water source sanitary survey.

3. Documents to be handed over to the UWSSC

(a) A final and signed copy of the Implementation Phase Completion Report;

(b) A copy of the Detailed Project Report and extra sanctions, if not available with the community;

(c) Copy of approved final accounts or Cost sheet;

(d) Schemes specific guidelines for the engineering aspects (e.g. chlorination measurement residual chlorine) on Operation & Maintenance;

(e) Various documents and printed material issued by DIA from time to time are handed over to UWSSCs;

(f) O & M booklet;

(g) A set of Inland letters (to ensure communication in O & M phase, the letters from UWSSCs and addressed to DIA on the format prescribed from time to time) is handed over the UWSSCs;

(h) Formats for Insurance coverage for completed schemes;

(I) Latest News Letter of the project/program, if the case were, with assurance that it would be sent in future also;

(j) Chloroscope/ H_2S strip should be provided, if not provided earlier;

(k) A set of tool kit in case of hand pump schemes, if not provided earlier.

(j) Forest land Transfer retailed documents.

(m) Copy of UWSSC bylaw signed and approved by Gram Panchayat.

The Exit is an emotional event since the support organizations and DPMU/ UJN/ UJS work with the community for almost 36 months and in the process develops binding relations with them. Therefore, all due care is given to the event so that it goes down in the memory lane of all the stakeholders engaged in the project. The Exit process is documented (photography and reporting) at the village level.

Overview

Project Name	: Uttarakhand Rural Water Supply & Sanitation Project
Start Date	: 30th Nov, 2006
Project Area	: Entire Rural Area of the State
Total Project Cost	: US$:350 Million
Financing Partners	: World Bank, GoI, GoUK & Community
Implementing agencies	: PMU, UJN & UJS
Physical Target (Revised)	- Water Supply Schemes: 3875 (PMU: 1174; UJN: 1151 UJS: 1550) - Open defecation free GPs: 470 - Catchment Area Protection Works in schemes: 970
Approach :	Demand Driven Approach for New Investment; (In side SWAp) Supply Driven Approach for ongoing Schemes; (Out side SWAp)