

## Report on National Learning Exchange (NLE) Programme



Participated by Delegates of Punjab, Haryana, Rajasthan,  
Madhya Pradesh & Gujarat State

Sponsored by  
Ministry of Drinking Water and Sanitation, Government of India  
& UNICEF- India

Hosted by:  
Water and Sanitation Management Organisation, Gujarat State



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# Report on National Learning Exchange (NLE) Programme

## Backgrounds:

The State Government with possible assistance, cooperation and guidance by Government of India is committed to provide improved water supply and sanitation services in rural areas. Community empowerment is essential and efforts have been made to put the community at central stage in planning, designing, site selection, implementation of village water supply and sanitation schemes. Government has acted as a facilitator to provide financial, technical or any other assistance. Different best practices and techniques have been adopted by the community with assistance by the Government to provide adequate, regular and safe water to the people.

With an aim to learn from each other better practices and techniques, Government of India and UNICEF sponsored National Learning Exchange Programme. Gujarat State was nominated as host State for Punjab, Haryana, Rajasthan and Madhya Pradesh. Six participants from all these four States as well as six participants from the host State were planned to participate in the abovementioned programme. Water Supply Department, Gujarat State assigned Water and Sanitation Management Organisation (WASMO) to arrange and conduct the subject programme.

## Objectives:

The objectives of NLE programme are as follows:

- Provide an opportunity for delegates to explore the salient aspects of the sustainability of drinking water supply and sanitation coverage in the host State and the associated constraints and challenges.
- Understanding institutional set-up, local leadership, capacity building and innovations in sanitation and water supply in the host State.
- Assess how community involvement and 'community operated & managed' in rural water supply and quality monitoring has aided sustainability of the water supply programme.
- Develop capacities of the participants to evaluate the status of rural drinking water and sanitation services in their respective States.
- Allow participants to identify ways to strengthen the water and sanitation services and equip them to address the challenges in their respective States.
- Provide exposure to methods used to ensure sustainability of sources and good practices in promoting recharge with the possibility of Replicability of the efforts in their respective States.
- Provide exposure to good O & M practices that ensure continuous service delivery.
- Provide exposure to effective solution for household and school sanitation in rural areas.
- Provide exposure to effective IEC techniques for rural water supply & sanitation.

- Host states to get feedback/ reviews from, the participating delegates to improvement in the existing water supply & sanitation services.

### Schedule of programme:

As suggested by Govt of India, the programme was conducted from February 12-17, 2012. The participants arrived at Gandhinagar on February 12, 2012. Presentation, discussion and interaction among members of participating States were held on February 13, 2012. The field visits were planned from February 14 – 17, 2012. At the end, a session was also held to share the experience, learning gained and suggestions from the participants for bringing improvements in water supply and sanitation services.

#### A. On February 13, 2012

##### 1. Presentation and discussion at WASMO:

After welcome to all participants, a presentation was made by WASMO, covering status and development in water sector, integrated efforts made by Gujarat Water Infrastructure Limited (GWIL), Gujarat Water Supply and Sewerage Board (GWSSB) and Water and Sanitation Management Organisation (WASMO) for access of adequate, regular and safe water through local sources, Narmada/ Regional water supply schemes/ other possible options in rural areas of Gujarat State.



Shri U R Pandya, *IFS*, Chief Executive Officer, WASMO presided over the session and apprised the participants on water sectoral development in Gujarat State, especially community participation, sharing of cost by them and benefits received by involving users in managing their own local sources and intra-village water supply distribution network.

The session lasted for three hours and remained to be interactive with discussion at length on crucial points of their interest. Participants shared their experience and sectoral development taken up in their own States.

##### 2. Visit to Environmental Sanitation Institute (ESI)

Shri Devendrabhai of ESI briefed about Environmental Sanitation Institute, which conducts various training programmes on water and sanitation sector. The institute is Key Resource Centre in sanitation. The participants took keen interest and had visit to water recharge structures. The institute makes use of drinking water facilities from their own Roof-top rain water



harvesting structure throughout the year. The institute has bio-gas plant and some of rooms have been designed in a manner to bring down the temperature so that electricity consumption is reduced. At the end, various types of sanitation units were shown to the participants. The visit was interactive and served the purpose to be learning experience.

### 3. Visit to Gujarat Jal Seva Training Institute (GJTI):

Gujarat Jal Seva Training Institute (GJTI) is State level training institute in water sector and is nominated to act as Research & Development unit. In addition to provide water quality laboratory services for Gandhinagar district, it is also responsible for managing, compiling and maintaining state level statistics on water quality. Shri Vijay Patel, Director, GJTI, while addressing to the participants stressed on regular training courses for all stake



holders including community and NGOs to generate adequate awareness about new techniques and develop the capacity of people/ professionals to complete their task in purposeful manner. The participants asked on issues and also told the practices adopted in their own States to tackle water quality problems. In the end, the participants also made site-visit of solar energy based water treatment system, which is a pilot project with assistance by German firm M/S HelioAquatech and O&M responsibility by Indian firm M/S Panda Water.

#### B. On February 14, 2012 (Tuesday)

### 4. Visit to recharge structure at Dhedhuki village in Surendranagar district:

Artificial recharge structure created in the Talab had the curiosity of participants, after knowing the benefits of small investment. After completion of the recharge work, the water table in the vicinity is rising and water quality has improved considerably from TDS 1400 ppm to 774 ppm and fluoride from 0.8 ppm to 0.6 ppm. Somani and Bhimnath, two talabs, have been interlinked through diversion channel. Efforts made in this regard ensured sustainability of regional water supply schemes (I & II) covering 22 villages. The diversion channel has helped to



make use of surplus water of one talab for recharge purpose. The participants after site observation expressed that such structures are required to ensure sustenance of water sources and services.

## 5. Interaction with district team of WASMO, Rajkot

A meeting was convened at Rajkot and Shri C M Varsani, Unit Manager, CMSU, Rajkot with district team of WASMO appraised the status of progress of work at Rajkot district. The process and procedures adopted at district level to ensure timely release of fund to the community, facilitation done by field office etc remained to be point of discussion. Unit Manager, CMSU, Rajkot stressed on partial sharing of cost by the community (10%), and it goes a long way to have community involvement and community concerns in improving the water supply services.



## 6. Visit to Khamta village in Rajkot district:

After making warm welcome by the community, Pani Samiti described their efforts right from planning of works, arranging community contribution and implementation of planned works. Pani Samiti was seen to be active to arrange O&M of the scheme in purposeful manner. Most of houses have soakpits to dispose of waste water. The drainage work has been recently completed. Overall sanitation status of the village is good and community participation in water as well as sanitation side is forthcoming.



## 7. Visit to Jambuda village of Jamnagar district:

The visiting team thereafter arrived at Jambuda village, in which water supply infrastructures are in place and in use. The community participation is not coming to the expected level and Pani Samiti needs to be concerned to the problems of the community. Although the users get adequate and regular water, but water spills over the street in absence of effective waste water management. The participants also found that some of existing sanitation units are not in use and awareness on this part is required to be generated among the community.



### C. On February 15, 2012 (Wednesday)

#### 8. Visit to Nani Khavdi in Jamnagar district:

Pani Samiti and community of Nani Khavdi village are enthusiastic in improving their water supply and sanitation services. The participants took keen interest to know about involvement of people to make the water supply scheme self-reliant. Regular collection of water tariff and prudent action by Pani Samiti made the scheme to run successfully with sufficient reserve/ corpus fund to meet future obligations/ contingency.



#### 9. Visit to Sanjaynagar village

Pani Samiti and people of the village joined with WASMO's programme and arranged community contribution. In a successful manner, they completed the work and now people of the village get adequate and regular water. To ensure availability of water supply with equal pressure, the community with their own water wisdom planned and implemented "Ghodi System" by which water is supplied to each household at one height for the same water zone. Some of people in the village proudly say that they succeeded in ensuring water supply with equal pressure.



#### 10. Visit to Baradiya village in Jamnagar district

The village is covered under Coastal Area Development Programme (CADP), in which water supply, sanitation, Sir Ratan Tata Trust (SRTT) and NGO - Tata Chemicals Society for Rural Development (TCSRSD) made integrated approach to provide water and sanitation facilities in one-go. SRTT provided 10% cost of work as Corporate Social Responsibility (CSR) and NGO facilitated the community. WASMO and CCDU-TSC shared the cost of water supply and sanitation works. The village at present has satisfactory water supply and sanitation services. The village has open well, of which water is safe (TDS 300 ppm) in spite of its vicinity to sea. The participants interacted and appreciated the efforts of the community.



### 11. Visit to Tata Compound, Mithapur

NGO - Tata Chemicals Society for Rural Development (TCSR) proposed to have discussion with the participants at Mithapur. The participants cheerfully accepted the invitation and visited Tata Compound, Mithapur. The NGO briefed about their works as well as Tata Group as a whole. The involvement of NGO and Tata Group made a point of attraction among the participants.

### D. On February 16, 2012 (Thursday)

### 12. Visit to Khijadiya Headworks in Jamnagar district:

Khijadia Regional Water Supply Scheme supplies drinking water to 44 villages and three urban pockets to fulfil demand @ 70 lpcd for rural and 100 lpcd for urban areas. The site engineer at Khijadiya headworks apprised about the details of the regional scheme. The participants made visits to different working units and visualized the process of decantation, filtration and chlorination with modern gadgets. The participants also appreciated the efforts of Gujarat Government for providing latest system to ensure adequate and safe water to the people.



### 13. Visit to Dhanki Pumping Station in Surendranagar district:

Dhanki Pumping Station is Asia's largest water lifting station with 10.81 metre head. BHEL and Kirloskar helped in electric motor and pump system. Narmada canal water is lifted at Dhanki and other four places to provide water to Saurashtra region. The participants with keen interest have seen various sites of the mega work of Gujarat Government and they also asked details on many points. The participants while discussing from each other accepted as one of the major achievements in Gujarat State for augmenting surface source through Narmada canal.



### E. On February 17, 2012 (Friday)

### 14. Visit to Motipura village in Gandhinagar district:

Motipura is a neat and clean village and it has adequate, regular and safe water supply services. The community as a whole is aware



and practicing safer methods for disposing-off solid and waste water. Every house has dustbin to collect waste and daily one person is engaged to take waste, segregate plastic and other usable materials and dispose-off wastes. The participants appreciated the community for their efforts and wisdom to make village clean, neat, crime-free, conflict-free etc.

#### **15. Visit to Amarpura village in Gandhinagar district:**

Community participation in the village was seen praiseworthy. People are much aware on health hazard. The entire village is neat and clean. People are satisfied with drinking water services. People of the village are very cooperative and caring to each other. The village has zero-crime rate and is awarded as Tirath village. Warm welcome by the villagers with earnest request till acceptance for lunch by the participants in their own village influenced much to the delegates of other States. The participants left the village with good gesture and respect for the community.



#### **16. Presentation on status and achievement in Sanitation**

A presentation was made by CCDU-TSC on efforts and achievements in sanitation by Gujarat State. Shri N A Suthar, DCF, CCDU-TSC briefed about sanitation efforts and achievements. The participants interacted on various issues and shared their experience.

#### **17. Water budgeting, water conservation and water security**

Kheralu taluka in Mehsana district has been categorized as over-exploited taluka in Gujarat. Ground water table is continuously depleting in the villages of this taluka. On the proposal by Govt of India, the priority has been accorded to reverse the situation by taking all possible measures for augmentation of water. Shri R N Shukla, Consultant – Geohydrologist addressed the participants and told the strategies including involving people to know the crisis and join in water crisis management. The response from the village community was praise worthy.



Chada village in Kheralu taluka deeply involved and prepared water budgeting by taking into consideration of average annual rain water, recharge and consumption (irrigation, drinking water etc). The community is making efforts to take all water conservation methods so as to ensure water security. The community and concerned Government officers also had exposure visits. WASMO provides technical guidance and other assistance to the community.



## 18. Experience sharing and Valedictory Session

Delegates of Punjab, Haryana and Rajasthan made brief presentation with details of efforts and achievements in water and sanitation facilities in their own State. The delegate of Madhya Pradesh apprised about the status and coverage of water supply services. Delegates from our sister States also told brief stock with details of visits and benefits of community participation. The session was interactive and proved to be a platform for cross learning from each other experience. CEO WASMO appreciated the keen interest and observations of participants.



### Punjab State adopts:

Delegate of Punjab State, while making the presentation, brought out that they have effective mechanism to tackle service problems through Shikayat Nivaran Kendra. Their State also has the following:

- Shikayat Nivaran Kendra
- Tele Calling
- Computerized Billing
- Information, Education & Communication
- Quality Monitoring Cell
- Monthly Review Meetings

### Some of Efforts by Haryana State

Participants from Haryana State made presentation on water supply scenario and strategies in their own State to improve water supply services. They have laid emphasis:

- Handholding of PRIs to Strengthen the Capacity
- Training of Panchayat Personnel for O& M and Disinfection
- Awareness for Water borne Diseases
- Developing system of Recovery of Water Charges

### Delegate of Rajasthan State finds in Gujarat:

- Real Community Participation brings consumer satisfaction level very high & sustainable system. It is the result of involvement of people from very beginning
- Cost sharing by individuals is must
- Monitoring of system at community level, works
- Water supply along with sanitation moves fast
- Panchayats / VWSC /Pani Samiti do better than government
- Surface water based schemes are sustainable
- Recharge structures work, if these are technically supported
- Local awards motivate people
- Political will is necessary



### Conclusion:

The participants have shown keen interest in good practices adopted in Gujarat State in the field of water and sanitation. In the same time, they have also shared their experience about the good practices done in their own State. Some of Learnings and common viewpoints from the Participants are as follows:

- Community participation in village water supply system will bring delivery efficiency of water supply services.
- Sharing of cost by the community brings involvement of whole community including their timely interference against any wrong done in the village scheme work.
- Government should act as an effective facilitator to provide guidance, financial and technical support
- Augmentation of water resources by adopting all technique and know-how
- Adopting recharge technique like the one done at Dhedhuki village to make ground water sustainable
- Building partnership with all stake holders as well as NGOs

- Water and sanitation have closer relation and should have effective convergence to be taken up with one-go, rather than do one and leave other.
- Making fuller use of skill and water wisdom of the community, which ensures water supply with equal pressure, as seen in Sanjaynagar village in Jamnagar District.
- Decision taken in Gram Sabha on water tariff fixation and collection provides income for better operation and maintenance of the village water supply system by the community through Pani Samiti, thereby ensuring sustainability of source and system.
- Awards to villages like Swarnim Gram, Tirath Gram, Nirmal Gram, and Samras Gram encourage the community to participate and achieve the excellence to deserve. High morale of the community as seen in Motipura and Amarpura village in Gandhinagar can bring desirable impact on Water, Sanitation and Health.
- There is a will, there is a way – Government of Gujarat in spite of assurance from the World Bank, mobilized financial resources through other means. Sardar Sarovar Narmada Nigam Limited - Mega project brought immense benefits to the people by augmenting surface water source coupled with recharge and other beneficial activities.

