

Tour Report of Secretary, Department of Drinking Water Supply to Jharkhand from 18-20th June, 2009

Secretary, Department of Drinking Water Supply visited Jharkhand from 18-20th June, 2009 to participate in the “State level Workshop –cum-Consultation relating to rural sanitation and water management to achieve the Millennium Development Goals”. The opportunity was also used to visit three villages in the vicinity of Ranchi to inspect drinking water installations and to see the toilets constructed under the Total Sanitation Campaign.

2. The Workshop was organized by the Drinking Water and Sanitation Department, Government of Jharkhand. The presence of his Excellency the Governor of Jharkhand and of the representative UNICEF India Country Office was significant. His Excellency has been taking active interest in the provision of drinking water and sanitation facilities and has been reviewing the work done at divisional level meetings.

3. 20 Deputy Commissioners, the Divisional Commissioners, Secretaries to important and related departments, the Development Commissioner and the Chief Secretary were all present at the Workshop. All the senior officers of the Public Health Engineering Department from the Engineer-in-Chief downward also participated actively in the Workshop.

4. What made the deliberations in the Workshop really interesting were the presentations made by the Collectors and the Secretary (HRD) on various aspects of the drinking water and sanitation programmes. The important points which came up from the presentations are :-

(a) In her presentation on School Sanitation & Hygiene Education, Secretary (HRD) Ms. Mridula Sinha gave a detailed analysis of the performance of various districts in providing sanitation and drinking water facilities in the schools. Her presentation was well illustrated with photographs of well executed and badly executed drinking water and sanitation works in schools in different parts of Jharkhand. She rightly emphasized the need for convergence between the schemes being implemented by the Department of Drinking Water and Sanitation, the Department of Health, UNICEF, the Education Department and others. Some of the good practices introduced are construction of a Joint Monitoring Team of SSA and Drinking Water and Sanitation officers at the district level, fixed monthly meetings to review SSHE programme at cluster, block, district and State levels and the instructions given to all districts to use the VCE grants to clean and maintain the toilets/ urinals and the school compound.

(b) Shri Ravindra Kumar Agrawal, Deputy Commissioner, East Singhbhum district made a presentation on community managed handpumps in his district. 331 women have been trained as hand pump mechanics under schemes of Drinking Water and Sanitation Department and Mahila Shmakhya. Water User Groups have been formed in the villages and the cost of repair is paid by the user groups. Hand-pump tool kits have been supplied to the women mechanics and quality spares are provided by Drinking Water and Sanitation Department. Selection is done carefully, rigorous training is imparted, the mechanics are taught how to maintain records, refresher and follow up training is also undertaken. The results show that the down time of hand pumps has reduced. The provision of bicycles has enabled the mechanics to overcome mobility problems. The status of women in the society has risen and there is a new found confidence amongst the women in the district.

(c) The Deputy Commissioner, West Singhbhum, Shri Sunil Kumar explained how challenges were overcome to launch the Total Sanitation Campaign in the district. 28 NGOs and the Mahila Shmakhya were involved and high school boys and girls, Anganwadi Sevikas and Sahayakas were encouraged to generate demand. A lot of emphasis was paid to IEC activities. School toilets have already been constructed in 1480 out of 1531 schools. 75 Block level trained persons have in turn trained 1080 participants from Health, ICDS, Education and DW&SD to test water at the village level. He attributed the success of Total Sanitation Campaign in West Singhbhum district to the initiative of the community and the strength of the systems put in place.

5 Visited Manatu village to see how the drinking water needs of the village have met. Several tubewells have been sunk. One Horse Power submersible pumps have been installed and pipe connection given to individual households. The dispersed installations are managed by the user groups and a fixed amount collected as monthly charges. In spite of all this infrastructure, several households, it was noticed, were without a tap connection. In one case the lady had chosen to stay out of the system because she wanted to erect an overhead tank which was not permitted. In another case a family was left out because it was unable to pay the cost for installing the pipeline to its house. This is a flaw in the system and the Secretary has assured that they would re-examine the methodology to ensure that such exclusion is not permitted. There was a considerable enthusiasm in the village for constructing toilets. Apparently, a large number of applications have been collected and the sanction of the scheme is awaited.

6. (a) A visit was made to Kokadro village to see the toilets under construction as a part of the Total Sanitation Campaign. It was noticed that in several cases the super structure and the seat had been constructed and the soak pit had been left incomplete on the grounds that the beneficiary had expressed a desire to complete the work on his own by using a brick honey-combed structure. Joint Secretary (TSC)

correctly pointed out that if the amount available insufficient to complete the whole work, it is the super structure which should be left for completion by the beneficiary. This would ensure that the purpose for which the toilet was being constructed would actually be served.

6. (b) It was interesting to see that in several cases the beneficiaries had extended the scope by adding their own money and have used tiles and coloured sanitary pots. In all cases the beneficiaries expressed satisfaction and happiness with their new acquisition.

6. (c) It was agreed that the Department of Drinking Water and Sanitation would organize a training programme for NGOs involved in the implementation of TSC and train them in various aspects of the programme. It was also agreed that whenever the first toilet in a village was being constructed, it would be done under the supervision of an experienced officer and the occasion would be used as a training class to teach other beneficiaries about the finer points of constructing a toilet. It was also discussed that instead of printing and pasting posters on the TSC it would be better to use larger illustrations on wall paintings to send the desired messages. These are bound to have a much better impact in the low literacy rural areas.

7. (a) Visited Patratolly village to see another tubewell with distribution network set up under the Swajaldhara scheme. A two Horse Power submersible pump has been installed and water is being supplied to 25 families in and around the tubewell through a piped scheme. However, just beyond the radius of these 25 houses are a large number of other households who had not got a pipe connection and had to rely on the nearest hand pump. They complained about the dis-repair of the hand pumps and demanded that they should also get a tap connection at home and stated that they were willing to pay for it.

7. (b) This village has grown fast. There were no toilets earlier. Toilets are being constructed now but because of paucity of space are sometime located right in front of the house. Bricks made out of the fly ash are being used here on an experimental basis and it is reported that it brings down the cost substantially. Saw a toilet under construction where the beneficiary had himself designed a very deep septic tank sort of construction. The bottom had also been bricked and cemented. It was pointed out to him that such a construction would prevent water from being absorbed into the ground and would require cleaning at frequent intervals. The officers of Department of Drinking Water and Sanitation Department were advised to keep a careful watch and to render correct advice in time.

7. (c) It was decided that the drinking water infrastructure in the village would be reviewed and augmented to cover households with a tap connection.

After the village visits, Secretary, DWS visited the Vishwesvaraya Water & Sanitation Academy (VISWA). The infrastructure of good A/c training halls, hostel and library etc. is impressive. Secretary and other officers addressed the Executive Engineers who had come for a one day training programme. Secretary made the following observations

1. Engineers should work as social engineers also .
2. They should ensure conjunctive use of water and provide water to all households especially to the tribals, SC/ST houses.
3. IEC campaign should be taken up in a big way in the State
4. Engineers and NGOs should be given training in construction methodologies of toilets.

8. A presentation was made to us on “Hand Pumps Repair Control System” that has been introduced in Jharkhand. The system consists of the following :-

- (a) A Control Room in Ranchi which has two line toll free numbers (1-800-3456-502). There are two computers connected to the State Data Centre and to the internet.
- (b) A software developed by the Department which enables recording of the complaints and generation of a Complaint Reference No. in real time. The software also enables sending of SMS and e-mail to the concerned officials in the field.
- (c) There are facilities for monitoring, generation of various MIS and statistical reports. The Control Room is manned by two operators during the office hours on all working days.
- (d) In order to see the details please visit the website: www.Jharkhand.gov.in. Click on the “Hand-pumps Repair Call Centre” located in the Citizens corner of the page. The system is extremely impressive and it is strongly recommended that other States also try and adopt this best practice. Incidentally, the software has been developed by the Principal Secretary, Drinking Water and Sanitation Department, Shri R. S. Sharma.

9. Drinking Water and Sanitation Department and UNICEF have an excellent relationship in Jharkhand. They are complementing and supplementing each other’s activities and the synergy is definitely contributing to the more efficient implementation of the drinking water and sanitation schemes.

10. The findings and recommendations arising out of the Workshop will be shared with all other States as soon as they are ready.

Some of the important issues were :-

- (i) Construction and monitoring of usage of toilets should go hand-in-hand.

- (ii) Visits to other States should be organized to see the best practices and to learn from them.
- (iii) Un-controlled exploitation of ground water should be checked and States which have not yet passed a legislation to regulate and control the development and management of ground water resources should be encouraged to do so.
- (iv) All the social agents at the grass root level e.g. ASHA, Anganwadi Sahayikas, Panchayat Members should have toilets in their houses so that they can then convincingly persuade others to do the same.
- (v) Payment system to NGOs and PCs under TSC should be simplified to eliminate delays and keep up steady progress.
- (vi) SHGs formed under Mahila Samakhya and other programmes should be involved in a greater way in implementing TSC.
- (vii) School and college laboratories can be used to test water quality.
- (viii) There was a request for sending a template for preparing village level security plans. This may be prepared and sent by DDWs.
- (ix) Where rent free buildings are given for anganwadis, a solution should be found to provide toilets to such anganwadis.
- (x) Behaviour change communication plan must be prepared and implemented if TSC objectives are to be met.
- (xi) The Village Water Security Plan must have a judicious balance of tapping ground water, surface water and rain water.

HE Governor of Jharkhand addressing the workshop com Consultation on Accelerating Rural Sanitation and Water management in Jharkhand at Ranchi on 19 'th June 2009.



Members of Jal Swacchata Samiti speaking to Secretary-DWS



Secretary-DWS inspecting a household toilet under construction

