



Har Ghar Jal Jal Jeevan Mission

**GUIDELINES & STRATEGY FOR
IMPLEMENTATION SUPPORT AGENCIES
ENGAGEMENT OF NGOS & CLUSTER LEVEL FEDERATION (ASRLMS)**

SECTION A: GUIDELINES

1. BACKGROUND

The Central Government assistance to States for rural water supply began in 1972 with the launch of Accelerated Rural Water Supply Programme. It was renamed as National Rural Drinking Water Programme (NRDWP) in 2009, which is a centrally sponsored scheme with fund sharing between the Centre and the States. Under NRDWP, one of the objectives was to “enable all households to have access to and use safe & adequate drinking water within premises to the extent possible”. It was proposed to achieve the goal by 2030, coinciding with the United Nation’s Sustainable Development Goals. But now, it has been planned to achieve the goal by 2024 through Jal Jeevan Mission (JJM). At present, only 18.33% of rural households i.e., 3.27 Crore out of the total 17.87 Crore rural households in the country, have piped water connection.

Government of India has restructured and subsumed the ongoing National Rural Drinking Water Programme (NRDWP) into Jal Jeevan Mission (JJM) to provide Functional Household Tap Connection (FHTC) to every rural household i.e., Har Ghar Jal by 2024.

2. ABOUT JAL JEEVAN MISSION

Jal Jeevan Mission aims to provide Functional House Connection to every rural household with a minimum water supply service standard of 55 LPCD. The broad objectives of the Mission are:

1. To provide FHTC to every rural household.
2. To prioritize provision of FHTCs in quality affected areas, villages in drought prone and desert areas, Sansad Adarsh Gram Yojana (SAGY) villages, etc.
3. To provide functional tap connection to Schools, Anganwadi centres, GP buildings, Health centres, wellness centres and community buildings.
4. To monitor functionality of tap connections.
5. To promote and ensure voluntary ownership among local community by way of contribution in cash, kind and/ or labour and voluntary labour (shramdaan).
6. To assist in ensuring sustainability of water supply system, i.e., water source, water supply infrastructure, and funds for regular O&M.

7. To empower and develop human resource in the sector such that the demands of construction, plumbing, electrical, water quality management, water treatment, catchment protection, O&M, etc. are taken care of in short and long term; and to bring awareness on various aspects and significance of safe drinking water and involvement of stakeholders in manner that make water everyone's business.

The following kinds of works/ schemes are proposed to be taken up under JJM:

1. Development of in-village piped water supply infrastructure to provide tap water connection to every rural household.
2. Development of reliable drinking water sources and/ or augmentation of existing sources to provide long-term sustainability of water supply system.
3. Wherever necessary, bulk water transfer, treatment plants and distribution network to cater to every rural household.
4. Technological interventions for removal of contaminants where water quality is an issue.
5. Retrofitting of completed and ongoing schemes to provide FHTCs at minimum service level of 55 LPCD.
6. Grey water management.

2.1. VISION OF JAL JEEVAN MISSION

Every rural household has drinking water supply in adequate quantity of prescribed quality on regular and long-term basis at affordable service delivery charges leading to improvement in living standards of rural communities.

2.2. MISSION OF JAL JEEVAN MISSION

Jal Jeevan Mission is to assist, empower and facilitate:

1. States/ UTs in planning of participatory rural water supply strategy for ensuring potable drinking water security on long-term basis to every rural household and public institutions.
2. States/ UTs for creation of water supply infrastructure so that every rural household has **Functional Household Tap Connection (FHTC) by 2024 and**

water in adequate quantity of prescribed quality is made available on regular basis.

3. GPs/ rural communities' involvement to plan, implement, manage, operate and maintain their own in-village water supply systems.
4. States/ UTs to develop robust institutions having focus on service delivery and financial sustainability of the sector by promoting utility approach.

3. JAL JEEVAN MISSION SCHEME CYCLE

Ordinarily, in-village water supply infrastructure development may take 12 to 18 months. The same can be divided into following three phases:

- i. Planning and Mobilization Phase (3-6 Months)
- ii. Implementation Phase (6-12 Months)
- iii. Post-implementation Phase (3-4 Months)

4. IMPLEMENTATION SUPPORT AGENCIES

NGOs/ VOs/ women SHGs/ CBOs/ Trusts/ Foundations will be engaged as ISAs to play critical role as partners in mobilizing and engaging the communities in the entire process of implementation including planning, designing, work execution, managing, operation & maintenance of in-village water supply infrastructure. DWSSM will engage ISAs from the empanelled ISAs enlisted by SWSSM.

Based on the District Action Plan of five years, the number of villages to be covered every year will be identified. These identified villages fall under different categories, viz. villages requiring only last-mile connectivity in terms of distribution network and FHTCs, only IEC campaigns on judicious water use, O&M support, requiring new schemes, etc. and will be grouped for engaging an ISA for handholding support. Accordingly, number of ISAs required every year is identified for each of these categories along with timeline. For new schemes, each ISA would be responsible for the entire project cycle of maximum 18months in 40-60 villages at a time.

Depending on the requirement in the district and based on the performance of ISA, next set of 40-60 villages will be given to them after four to six months or engage another ISA. In the district, there could be many ISAs depending upon the need of work to be done and requirement of handholding. Planning should be done in such a manner that JJM is implemented in mission mode and all villages of districts are covered with FHTCs to all rural households by 2024.

ISA to facilitate women participation at all levels of planning, implementation, management, operation and maintenance of in-village water supply systems and contribution.

4.1. FUNCTIONS OF IMPLEMENTATION SUPPORT AGENCIES

ISAs will carry out following functions:

- i.) Facilitate constitution of sub-committee of Gram Panchayat, i.e., GPWSC/VWSC/ Water User's Group, etc. and arrange to build capacities of its functionaries.
- ii.) Handhold Gram Panchayat and/ or its sub-committee, i.e., GPWSC/VWSC/ Water User's Group, etc. in all the functions which includes opening bank accounts, mobilization of community contribution, O&M arrangement, organizing Gram Sabha, organizing meetings of sub-committee, facilitating resolution in Gram Sabha and acceptance of village scheme, facilitating sanitation and greywater management activities, etc.
- iii.) Need assessment of FHTCs and motivate communities to have FHTCs.
- iv.) Act as coordination platform between DWSM and VWSC.
- v.) Use Participatory Rural Appraisal (PRA) tools for community mobilization and carry out need assessment.
- vi.) Assisting the community in water campaigns initiated by Government of India/ state Government.
- vii.) Build awareness on various aspects of water such as rainwater harvesting, artificial recharge, water quality, water-borne disease, water saving, water handling, drinking water source augmentation/ sustainability aspects, etc.
- viii.) Document and upload success stories from villages.
- ix.) Carry out Social Behavioural Change Communication (SBCC) activities.

- x.) Ensure proper IEC activities are done at proper places in villages.

4.2. OUTPUTS TO BE ACHIEVED BY IMPLEMENTATION SUPPORT AGENCIES

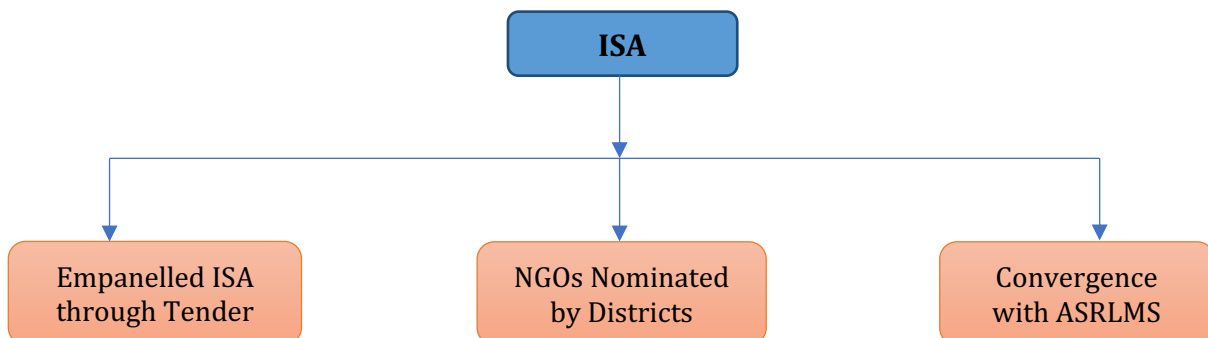
The Implementation Support Agencies are required to ensure achievement of the following outputs:

- i. Community Familiarisation & GP Resolution for taking up JJM in all villages.
- ii. Ensuring necessary support from community during Planning, Implementation & Post Implementation Phase of the PWSS being facilitated under Jal Jeevan Mission.
- iii. Constitution/ Registration/ Sensitisation/ Capacity Building of GPWSC/ VWSC/ Water User's Committee/ Paani Samitee etc. & Opening Bank Accounts.
- iv. Preparation of Village Action Plan.
- v. Scheme Monitoring and O&M Methodology.
- vi. Facilitation for collection of CAPEX.
- vii. FHTC Monitoring and O&M Preparedness.
- viii. Providing FHTC to the remaining HHs.
- ix. Finalisation of OPEX
- x. Water Quality Monitoring & Surveillance Plan activities
- xi. Final Report on Sustainability & Documentation of Success stories.

4.3. INVOLVING ORGANISATIONS, NGOs & CLFs TO WORK AS ISAs.

Jal Jeevan Mission, Assam has decided to engage ISA in three modalities as a strategy to reach out to every household and realise the Goal of the Mission by 2024.

The following diagram provides a brief introduction to the three modalities of ISA engagement:



The above stated modalities of ISA engagement are discussed below:

A. EMPANELLED ISA THROUGH TENDER:

The SWSM conducted a due Tender & EOI process to empanel ISA at State Level and further allotted Districts to the empanelled ISAs to initiate the ISA activities JJM as per TOR. The total number of ISAs engaged through this process are 12 nos., and necessary work-orders were issued from DMMU. As per Operational Guidelines, these ISAs were allotted 40-60 villages per district in the first phase.

- i. **Issue of work order:*** The concerned districts have prioritised the villages to be taken up on immediate basis for implementation of JJM and allotted 40-60 villages to the ISA at present and issued work order for the same to initiate the activities for the desired outcome.
- ii. **Payment Mode:*** The districts will verify the activities undertaken by the ISA, and only after satisfactory outcome the bills from the ISA shall be processed to make payment accordingly. The SMMU will place the required fund to the DMMU in this connection.

B. NOMINATION OF NGOs BY DISTRICTS:

The SWSM has decided to engage NGOs nominated by Districts as ISAs to implement the activities of ISA at Village Level. Hence, the SWSM has initiated necessary shortlisting of well-performing NGOs in different districts and thereafter nominate them to be engaged as ISA. From the nominated NGOs, the SWSM will further shortlist the best NGOs based on certain criteria and empanel them as ISA.

- i. **Eligibility Criteria & Required Documents for Empanelment:*** The organisation can either be a registered NGO under Societies Act 1860, a not to profit company (under Section 8 of Company act), a trust under Indian trust Act 1982, Organisations registered under Societies Act 1860 or registered Village Organisations (VOs). The following are the Minimum eligibility criteria:
 - a. The organisation must have **minimum of 3 years of experience of** working in the rural WASH sectors with sustained focus on water quality/

Total Environmental Sanitation perspectives/water resource management/ community mobilisation/ capacity building and awareness generation/ Gender & Water etc.

- b. The organisation who has completed **similar assignments in WASH Sector**, shall invite preference for selection.
- c. The organisation must have experience of using **Participatory Rural Appraisal (PRA)** techniques and other communication tools in community mobilization.
- d. The organization should be of 'not-for-profit' type or should have the track record of using its profits, if any, or other income etc. in promoting charitable objectives

The organisation **must not have, during the last three years, failed to perform on any agreement**, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or an arbitration award against the applicant, nor been expelled from any project or agreement nor have had any agreement terminated for breach of contract by such Applicant.

Even if an organisation satisfies the above noted requirements, it is liable to be disqualified at any point of time if it is found to have:

- a. Made a false representation in the form, statement and attachments required in the documents for this empanelment.
- b. A record of poor performance such as abandoning work, not properly completing contract, financial failures or delayed completion.
- c. Been convicted by any court of law.
- d. Must not have been blacklisted by any Government/ Semi-Government Department in the last three years.

ii. The Organisation should submit the following documents:

- a. Registration certificate of the organisation under Society Registration Act, Trust Act/Cooperative Act/ Companies act/registration of firm etc., whichever is applicable.
- b. PAN Card of the organisation.
- c. Copy of the GST registration Certificate

- d. CA certificate for last three-year turnover (i.e., 2016-17, 2017-18, 2018-19).
- e. Last three years Activity Report (i.e., 2016-17, 2017-18, 2018-19).
- f. List of clients served (Govt./ public sector/private Sector/others separately in the last Five years) with Contact name, address and mobile no., accompanied by relevant work orders/ pay orders/ client certificates and completion certificate.

iii. Pre-requisites of NGOs:

- a. Separate bank account to receive financial assistance will be opened by the organisation.
- b. Working in rural drinking water sector should reflect in their Memorandum of Association as one of the activities.
- c. The organisation will be open to inspection by an officer/ third party agency authorized by the Department.
- d. Capacity to execute the necessary works in time bound manner.
- e. Knowledge of local language for communication.
- f. Capacity for impact assessment and analysis to facilitate presentation at appropriate forums followed by any necessary course correction activities.

iv. Issue of work order: The districts will prioritise the villages to be taken up on immediate basis for implementation of ISA activities under JJM and will allot 40-60 villages to each NGO at a time and issue work order for the same to initiate the activities for the desired outcome.

iii. Payment Mode: The districts will verify the activities undertaken by each NGO, and only after satisfactory outcome the bills from the NGOs shall be processed to make payment accordingly. The SMMU will place the required fund to the DMMU in this connection.

C. Convergence with ASRLMS:

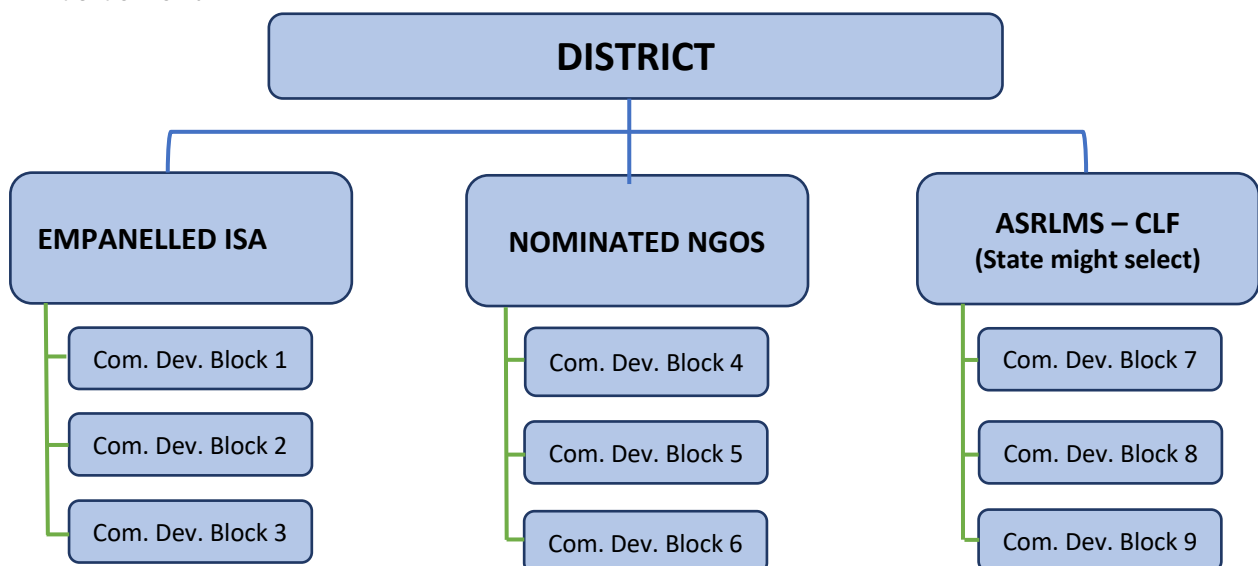
In addition to the above strategies, SWSM has also decided to converge with ASRLMS at state level and involve Cluster Level Federations (CLF) as ISA at Block Level in different

districts. These Cluster Level Federations will be identified by the ASRLMS and the State will empanel them as ISA to work in each district at Block Level by involving VOs & SHGs.

i. Issue of work order: The districts will prioritise the blocks under which all villages shall be taken up on immediate basis for implementation of ISA activities under JJM and will allot 40-60 villages to each CLF at a time and issue work order for the same to initiate the activities as per ToR. The CLF will involve VOs & SHGs at village level to undertake the activities listed under activity schedule and ensure desired impact.

iv. Payment Mode: The districts will verify the activities undertaken by the CLF, and only after satisfactory outcome the bills from CLF shall be processed to make payment accordingly. The SMMU will place the required fund to the DMMU in this connection.

Note: The Districts are proposed to involve the above-mentioned categories of ISAs with clear demarcation of their areas of functioning. However, the blocks to be allotted to ARSLMS-CLF might be selected by SWSM as per discussion with ASRLMS office. Utmost care should be taken so as to prevent overlapping of villages among ISAs. The representative diagram as follows can be referred to understand the method of ISA involvement.



The above diagram is only for reference and understanding of the model; the districts can select the blocks to be allotted as per needs and requirements.

4.4. ASPECTS OF SOCIAL MOBILISATION:

Some important aspects in connection with Social Mobilization by ISA activities under JJM, Assam are as follows:

A. Area under ISA involvement:

The areas entrusted to the ISAs for social mobilization should be categorized as follows, along with the area-based focus therein:

a. Areas for which new schemes are going to be proposed:

In case of areas proposed to be covered with new PWSS, one of the prerequisites is the need of social mobilization to highlight the JJM Approach along with the implementation procedure and O&M modalities thereafter for sustained water supply based on 'Har Ghar Jal' initiative. The existing practices along with field constraints focusing on drinking water security (Availability, Accessibility and Safety) should also be highlighted to fix up the priority areas, which will eventually facilitate effective planning and designing of necessary options of water treatment under the new proposed PWSS.

b. Areas with completed schemes/ retrofitted schemes:

In case of localities with completed / retrofitted Schemes, efforts should be initiated for ensuring functionality of water supply services with a sustained focus on effective O&M modalities with ownership by users. If the situation demands, efforts should be initiated for either strengthening of existing O&M modalities or new efforts for a functional O&M initiative. The points of functional assessment should be highlighted to make the beneficiaries aware about the importance of their ownership for a meaningful O&M approach, aiming at sustained water supply services.

B. Functionality Assessment:

Aspects about functionality assessment needs identification of all location specific issues to make the PWSS users' friendly as per desired norms with sustainable services to the community under the command area of the Scheme.

Few options for such assessment of functionality of PWSS might be as follows:

- a. Mapping of all sources in location specific manner, along with a brief overview on them. Focus should be on the raw water source/s for the PWSSs to enable meeting present & future water demands for the entire design period of the Scheme to

- ensure provision of safe drinking water to every rural households on sustained basis to address drinking water security (availability, accessibility and safety).
- b. In case of surface source dependence, identification of catchment area, along with assessment of up & down stream present / future water ecology / security.
 - c. Impacts of water withdrawal, if any, along with assessment of lean period discharge / yield & draw down for GW source etc.
 - d. Assessment of area-based GW table over the time, in case of GW based Scheme.
 - e. Source based assessment of compatibility between water demand and pumping hours.
 - f. Quality assessment of all water sources and impacts of remedial measures adopted, if any. Also, the need for any suitable option for redress in future.
 - g. Sustainability of proposed technological options adopted for desired drinking Water Quality, keeping on view of financial load on O&M of the Scheme.
 - h. Status of existing approach for O&M and scopes for any new methodology, if any, to make PWSS sustained and users' friendly. Also the necessary energization charges levied for running the PWSS and capacity of Scheme Management to meet the financial load suitably and the scopes from utilizing FFC Grants for the GPs.
 - i. Training and orientation of monitoring / repairing squad engaged by the respective Water Users' Committee, along with desired prompt services from PHED to address the major technical issues, as and when necessary.
 - j. Any other location specific issues of importance.

C. Community Ownership of the PWSS:

Reform Initiatives, in Water Supply Sector, calls for a wholehearted involvement and ownership oriented decisive role of the community in Operation & Maintenance (O & M) of PWSSs, to make it more community friendly and sustained.

Keeping in view of sustainability in water sector, the guidelines for necessary maintenance of water supply arrangements are proposed to be decentralized to the Gaon Panchayat (GP) putting the ownership to the concerned GPs towards support of O&M initiatives.

In the above back cloth, a reform initiative is fostered by the PHED, Assam to involve the community in the O&M of rural PWSS, in the interest of sustained levels of services with

“Har Ghar, Nal Se Jal” approach as initiated under JJM. Much of the ground-breaking works on community management of PWSS has already started rolling in many areas and such endeavour has succeeded to shift the responsibility and the ownership of the rural PWSS to the community to ensure the smooth functioning of the PWSS. Furthermore, cost recovery for O&M and replacement costs, in part or full, has also led to viable economics and sustainability of the schemes. These initiatives are being institutionalised with formation of Water Users’ Committees for each PWSSs and the functioning of such Water Users’ Committees shall be monitored by the GPWSC / VWSCs.

D. Community Contribution:

The community contribution for PWSS will be on two fronts to meet the following:

a. Capital Expenditure @ 5% of the Project Cost:

The provision of community contribution for necessary capital expenditure for each PWSS includes 5% of the Project Cost for the Scheme. However, in lieu of collection of cash as community contribution, there is a most generalized approach adopted in this regard, which encourages the households to construct the necessary platform & soak pits with their own cost as per the prescribed dimensions for the FHTCs facilitated under JJM. In any case, the HHs desires such platform &soak pit to be constructed by the implementing agency, then the concerned HH shall have to deposit the cost either to VWSC or Water Users’ Committee as per the necessary estimated cost of construction as decided by the implementing agency.

In any case, the amount as cost of construction of platforms & soak pits against the proposed FHTCs under the PWSS, falls short of the necessary Beneficiary Contribution for the Project Cost (5% of the Project Cost), then the balance amount (Beneficiary Share – proposed Platform Cost) shall have to be borne either by the community (in the form of labour or cash as decided by the District Mission Unit, JJM) or to be met up from FFC Grants to the concerned GPs. The collection of such community contribution shall remain bestowed on the respective Water Users’ Committee for the concerned PWSS.

b. O&M expenditure:

The regular monthly O&M expenditures for ensuring functionality of the PWSS shall have to be borne by the beneficiary contribution. Also, the FFC fund will also be released time

to time from the concerned GP for such O&M expenditure. Hence the beneficiary contribution shall be determined as based on the monthly tariff pattern, which will be finalized either by the concerned VWSC or the Water Users' Committee, in consultation with the beneficiaries.

E. O&M Modalities:

The O&M modalities for each PWSS shall bank upon total community involvement. For this purpose, the concerned VWSC shall remain fully responsible, if the command area of the PWSS is limited to that village. Under the direct supervision of GPWSC, the VWSC may eventually form one Water User's Committee to get the beneficiaries involved directly for taking up O&M activities for the PWSS.

In case the command area of SVS covers more than one village or parts thereof, then the formation of Water User's Committee needs to be initiated to look after the O&M activities in the whole command area of the PWSS, with adequate representation from concerned VWSCs. While forming such Water User's Committees in place, for a particular PWSS, all efforts should be made to form the committee well represented by the beneficiaries within the whole command area of the PWSS, keeping on view of proportionate representation from the areas within the command area of the PWSS. Each Water users' Committee must have adequate women representation too.

In case of MVS, there will be village wise Water User's Committee, who will remain attached with a central committee of Water User's Committee for the MVS.

However, the functioning of such Water Users' Committees for effective O&M approach is going to be supported by the GPWSC, being the sub-committee of the respective GP. Each GPWSC shall be supported with VWSC, formed as per the JJM Operational Guidelines for our State. This system will be strengthened with necessary O&M fund flow mechanism. In case of Council areas, MACWSC shall be the concerned authority, as like as the GP in the non-Council areas.

Considering the Water Users' Committee as a village level entity for development activity, such Water Users' Committees shall be registered under Society Registration Act. But GPWSC, being a sub-committee of the respective GP and the VWSC being headed by the elected GP Ward Member, need not be registered under Society Registration Act.

F. Household Visit:

The HH visit by ISA will have to facilitate a database on beneficiary HHs with necessary authentication from GP.

G. PRA Exercise:

Apart from other community mobilization efforts, there should be Focussed Group Discussions on O&M approach for water supply arrangements, Water Handling practices, water wastage, linkage with water borne diseases, ownership of PWSS infrastructure. Apart from that necessary convergence with different stakeholders including line Departments should also be initiated for all necessary field updates and resolving issues suitably.

H. Water Audit:

ISA should initiate village base Water Audit banking on issues like sustainability, Drinking Water Security (availability, accessibility & safety) utilizing existing data in the division and environmental upkeep of water sources etc. to facilitate evaluation of necessary approach.

In case of river water source based PWSS, the source-based survey is necessary to evaluate whether there is any source pollution like waste dumping in the upstream. So, data collection (both primary & secondary) is necessary to evaluate adoption of course correction activity, for which support from riverbank communities might be helpful. This might help in formulating necessary modalities to ensure sustainable source.

I. Reporting Mechanism:

The following steps can be used as a reporting mechanism.

- a. *Submission of detailed report of activities to DMMU on weekly basis:* The ISAs should update the respective DMMU on weekly basis through a detailed report about the activities undertaken. Also, time to time necessary impact assessment, if any, should be reported for field validation.
- b. *Reporting via web-based application:* The SMMU is in process of developing a web-based application for reporting of activities undertaken by them.
- c. *Co-ordination with DMMU on weekly basis:* The ISA is required to co-ordinate with the respective DMMU and plan their activities accordingly on weekly basis. Furthermore, they can also discuss the field challenges faced, with the DMMU for necessary redressal.

SECTION B: STRATEGY

5. OUTPUTS, OBJECTIVE & OPTIONS FOR EXECUTION

Sl. No.	Outputs	Basic Objectives	Options for Execution
A. PLANNING & MOBILISING PHASE (3-4 MONTHS)			
1	Community Familiarisation about JJM & GP Resolution for taking up Jal Jeevan Mission in all villages	To conduct IEC activities to familiarise the Community members about Jal Jeevan Mission and its importance so as to ensure demand generation & involvement in VAP Preparation	<ol style="list-style-type: none"> 1. Cluster Level Meetings 2. Inter Personal Communication 3. Leaflet Distribution 4. Open Miking 5. Focused Group Discussions 6. Updating GP
2	Constitution/ Registration (as deemed necessary)/ Sensitisation/ HRD & Capacity Building of GPWSC/ VWSC/ Water User's Committee as Sub-Committee of GP, Opening of respective Bank Accounts etc. as well as community orientation on Ownership for ensuring functionality of Water Infrastructure under JJM	Constitution/ Registration (as deemed necessary)/ Sensitisation/ HRD & Capacity Building of GPWSC/ VWSC/ Water User's Committee as Sub-Committee of GP, Opening of respective Bank Accounts etc. Also to conduct PRA exercises, HRD, IEC activities etc, for FHTC assessment and appropriate Constitution of GPWSC/ VWSC/ Water User's Committee, for GP level ownership	<ol style="list-style-type: none"> 1. FHTC and functionality Assessment Report on existing status of Water Supply after discussion with community about proposed infrastructures 2. PRA Exercise for Resource Mapping 3. Focused Group Discussions 4. Cluster Level Meetings 5. Inter Personal Communication 6. Open Miking 7. Leaflet Distribution 8. Gaon Sabha
3	Preparation & Approval of Village Action Plan (VAP)	To involve the community for demand generation of PWSS, community contribution followed by Preparation & Approval of VAP through multiple IEC Activities.	<p>Multiple IEC activities including...</p> <ol style="list-style-type: none"> 1. IPC with Leaflet Distribution 2. Community Level Meeting 3. Cluster Level Meeting 4. PRA for Social Mapping 5. Gaon Sabha 6. FGD 7. Consent
4	Monitoring, O&M & FTK Training of women groups	To orient Community members on components of existing PWSS and its O&M as well as Trained Women Groups for FTK testing, with a focus on need based field requirements.	<ol style="list-style-type: none"> 1. Mapping of both existing and Proposed Water Supply status in village 2. Large stakeholders meeting. 3. Focused Group Discussion. 4. Training of Women Group on WQ Testing through FTK
B. IMPLEMENTATION PHASE (10-12 MONTHS)			

5	Appropriate level Ownership for the Scheme	Necessary Updation to the concerned GP with the intimation of respective Work Order for implementing a scheme with a request for facilitating the list of beneficiary HHs for FHTC within the command area of the scheme. Also initiation of all necessary steps to ensure meaningful O&M of the Scheme, after formal handing over the same to GP.	<ol style="list-style-type: none"> 1. Detailed meeting with the necessary Stakeholders 2. Coordination among GPWSC, VWSC and Water Users' Committee
6	Collection of CAPEX	To ensure Community Contribution for CAPEX as necessary Platform & Soak pits against all FHTC / modalities of such collection of CAPEX	<ol style="list-style-type: none"> 1. Inter Personal Communication 2. Focused Group Discussion 3. Leaflet Distribution 4. Cluster Level Meeting. 5. Gaon Sabha
7	FHTC Monitoring, O&M & OPEX Preparedness	To orient Community Members on O&M methodologies & OPEX for the in-village PWSS, with training of skilled manpower on O&M. The issue of CAPEX in the form of necessary Platform & Soak pits against all FHTC needs to be monitored	<ol style="list-style-type: none"> 1. IPC 2. Open Miking 3. Leaflet Distribution 4. Training Activity. 5. Cluster Level Meeting. 6. Monitoring Activity
C. POST IMPLEMENTATION PHASE (3 MONTHS)			
8	To ensure Drinking Water Security for all	To ensure FHTC availability to 100% HHs by conducting IPC activities and generating demand oriented with O&M Responsibility	<ol style="list-style-type: none"> 1. IPC 2. FGD 3. Cluster Level Meeting 4. Leaflet Distribution 5. Open Miking 6. Assessment & Monitoring
9	Finalisation of OPEX	To facilitate Water User's Committee in finalising the OPEX (accurate amount) & Capacity Building of WUC.	<ol style="list-style-type: none"> 1. Cluster Level Meeting & FGD 2. IPC and Leaflet Distribution. 3. Coordination with all stakeholders
10	Water Quality Monitoring & Surveillance Plan	To Orient Community develop plan on Water Quality Monitoring & Surveillance Plan with focus on Water Audit.	<ol style="list-style-type: none"> 1. Cluster Level Meeting 2. IPC 3. FGD 4. Open Miking 5. Leaflet Distribution 6. WQM & SP Plan
11	Final Report on Functionality & Documentation of Success Stories	To ensure submission of final report on functionality of FHTC & Documentation of Success Stories.	<ol style="list-style-type: none"> 1. Functionality Report 2. Document Success Stories

5.1. DETAILED ACTIVITY & OUTPUT SCHEDULE FOR ISAs:

STATE PROGRAMME MANAGEMENT UNIT- (JAL JEEVAN MISSION) PROBABLE MILESTONES & SUGGESTIVE ACTIVITIES OF IMPLEMENTING SUPPORT AGENCIES TO ROLL OUT JAL JEEVAN MISSION

ESTIMATED OUTPUTS

1. All HHs familiarised on JJM and Gram Panchayat Resolution Passed.
2. All the GPWSC/ VWSC/ Water User's Committee Formed, Registered (as deemed necessary), Trained & Bank Accounts opened.
3. All Village Action Plan Prepared & Approved in Gram Sabha/ Village Community Meeting (for Council areas).
4. Water User's Committee formed for each PWSS for its O&M & necessary monitoring.
5. Community Ownership of Scheme through GPWSC/ VWSC.
6. All HHs contributed towards Capex in terms of Cash/ Kind/ Labour.
7. All HHs provided with FHTC and O&M Plan developed for the PWSS.
8. All HHs have been ensured with Drinking Water Security.
9. All HHs oriented on the importance of monthly tariff & responsibility sharing with Water User's Committee.
10. All women/community groups formed for WQM & SP.
11. Final Report on Functionality submitted & Success Story Documented.

Sl. No.	Milestones and Key Activities	Activity details	Support/Inputs Required/Convergence	Responsible Department/Officials
(A) PLANNING & MOBILIZATION PHASE (3 Months)				
1	Community familiarisation & G.P Resolution for taking up JJM in all Villages.			
1.1.	Introductory Meeting with PRIs/VOs/SHG members/Community	Meeting at suitable level to discuss on JJM Approach.		
1.2	Village/Cluster level Meetings in each village.	ISA to organize cluster-level Meeting in different pockets of villages (4 Nos.)	Presence of District IEC Consultant/ ISA Co-ordinator from PHED in sample percentage of meetings	AEE to act as a manager & supervise the planning of Cluster-level meetings along with IEC Consultant/ ISA Co-ordinator, ISA & respective AE(PHE), JE(PHE).
1.3	IEC Campaign (IEC Materials to be provided by DWSM)	ISA to plan & ensure Leaflet Distribution in entire village containing information about JJM (All HHs)	Leaflets for distribution to be provided by PHED State Office.	BRCC/ CRCC to supervise the distribution of leaflets by field level enumerators.

		ISA to plan & ensure Open Miking in Entire Village spreading awareness about JJM.	ISA Co-ordinator & IEC Consultant to support in planning for Open Miking. The Districts can prepare audio clipping for the same & get approval from State.	BRCC/ CRCC to act as a supervisor & take the responsibility of the Planning & conduct of Open Miking at Village Level.
		ISA to conduct Interpersonal Communication for creating awareness and ensuring their participation in developing Village Action Plan. (All HHs)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of HHs	BRCC/ CRCC to supervise the IPC at HH Level under the supervision of ISA Co-ordinator/ IEC Consultant.
1.4	Focussed Group Discussions	Well-documented FGD along with the points of discussion. (1 Nos.)	Presence of District IEC Consultant/ ISA Co-ordinator from PHED	AEE to act as a manager & supervise the planning of FGD with IEC Consultant/ ISA Co-ordinator, ISA & respective AE(PHE), JE(PHE).
2	Constitution/ Registration (as deemed necessary)/ Sensitisation/ HRD & Capacity Building of GPWSC/ VWSC/ Water User's Committee as Sub-Committee of GP, Opening of respective Bank Accounts etc. as well as community orientation on Ownership for ensuring functionality of Water Infrastructure under JJM.			
2.1	Preparation of Assessment report on FHTC, Source Sustainability, Water Quality & existing status of Water Supply after discussion with community about proposed infrastructure (retrofitting/ new)	ISA to prepare a detailed assessment report on FHTC, Water Availability, Source Sustainability, Water Quality with the support of PHED Officials	State Office to Provide Assessment Report Format.	IEC Consultant/ ISA Co-ordinator to orient on FHTC Report Format.
2.2	Inter-personal Communication.	ISA to conduct Interpersonal Communication on the Components of JJM (100% HHs)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of HHs	BRCC/ CRCC to supervise the IPC at HH Level.
		ISA to conduct Open Miking on Components of JJM in entire Village	ISA Co-ordinator & IEC Consultant to support in planning for Open Miking. The Districts can prepare audio clipping for the same & get approval from State.	BRCC/ CRCC to act as a supervisor & take the responsibility of the Planning & conduct of Open Miking at Village Level.

		ISA to conduct FGD based on the Assessment Report of JJM with the Community Members. (4 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of HHs	BRCC/ CRCC to act as a supervisor & take the responsibility of the Planning & conduct of FGD at Village Level.
2.3	PRA Exercises.	ISA to conduct a structured PRA exercise on Resource Mapping with the Community Members (2 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of HHs	BRCC/ CRCC to supervise the Planning & conduct of PRA at Village Level.
2.5	Listing up skilled manpower for training & Group selection for WQM & SP comprising Women.	ISA to Conduct Village Level Meeting with Community & PRI Members for Listing of Skilled Manpower & Women Group for WQM & SP. (1 Nos.)	Presence of District IEC Consultant/ ISA Co-ordinator from PHED	
2.6	Gaon Sabha for constitution of GPWSC/ VWSC/ Water User's Committee (WUC)	ISA to Conduct well documented Gaon Sabha with the Community & PRI Members for constitution of GPWSC/VWSC/ Water Users Committee (WUC) as well as discussion on Roles & Responsibilities of the same. (1 Nos.)	Presence of JE/SI/SO as well as District IEC Consultant/ ISA Co-ordinator from PHED	AEE to act as a manager & supervise the planning of Gaon Sabha along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
2.7	Orientation Meeting/ Workshop for GPWSC/ VWSC/Water Users Committee (WUC) Members for JJM and its Role & responsibilities.	ISA to conduct a pre-planned & well-structured Orientation Meeting/ Workshop for GPWSC/VWSC/WUC members for JJM & its Roles & Responsibilities with the help of PHED. (1 Nos.)	ISA Co-ordinator & IEC Consultant to support in planning and PHED to provide necessary Resource Person for the Orientation Session/ Workshop.	IEC Consultant/ ISA Co-ordinator to take the leadership of planning & structuring the Workshop along with ISA.
2.8	Registration of GPWSC/VWSC/WUC as deemed necessary.	ISA to facilitate on Registration of the Constituted GPWSC/VWSC/WUC through Asst. Registrar of Societies of the concerned District.	IEC Consultant/ ISA Co-ordinator to provide a registration process induction to ISAs	
2.9	Opening of VWSC Accounts for Community Share collection/ routing FFC Grant GPWSC.	ISA to facilitate the opening of Bank Account for Community Contribution		

2.10	Organising training for Skilled Manpower	ISA to facilitate training session with the help of PHED for Skilled Manpower to be used for Operation & Maintenance of the PWSS.(1 Nos.)	PHED to provide Resource Person for the Training Session.	IEC Consultant/ ISA Co-ordinator to take the leadership of planning & structuring the Training along with ISA.
2.11	Organise training for Youth Groups, SHGs & VOs.	ISA to facilitate training session for the Youth Groups & SHGs as a Plan for Self-Sustainable System in the Village. (1 Nos.)	PHED to provide Resource Person for the Training Session.	IEC Consultant/ ISA Co-ordinator to take the leadership of planning & structuring the Training along with ISA.
3	Preparation & Approval of Village Action Plan (VAP)			
3.1	IPC for demand generation for PWSS.	ISA to conduct FGD for identification of GAPS related to Water Supply & importance of Community Contribution in the village along with the community Members. (4 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of HHs	BRCC/ CRCC to act as a supervisor & take the responsibility of the Planning & conduct of FGD at Village Level.
		ISA to plan & ensure Leaflet Distribution in entire village containing information about JJM & importance of Community Contribution (All HHs)	Leaflets for distribution to be provided by PHED State Office.	BRCC/ CRCC to supervise the distribution of leaflets by field level enumerators.
		ISA to conduct Interpersonal Communication for creating awareness and ensuring their participation in developing Village Action Plan.(All HHs)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of HHs	BRCC/ CRCC to supervise the IPC at HH Level.
3.2	Collection of signature from at least 80% HH in favour of PWSS, CC and Users Charges.	ISA to conduct Community level meeting with PRI members for collection of signature in favour of PWSS, CC & User Charges.(4 Nos.)	Presence of JE as well as District IEC Consultant/ ISA Co-ordinator from PHED	
3.3	Consent letter from G.P Office for taking up JJM in Village and collection of	ISA to obtain Approved Consent Letter from GP Office for taking up JJM in the Village & HHs List	Presence of concerned AE(PHE) or JE(PHE) as well as District IEC Consultant/ ISA Co-ordinator from PHED	

	authenticated HH list from GP Office.		with necessary field validation of HH List.	
3.4	Cluster-level women meeting	ISA to conduct cluster-level meeting with women on Village Action Plan. The meeting should Orient the group in detail about the importance & Components of VAP. (4 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of Meetings	AEE to act as a manager & supervise the planning of Cluster-level meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
3.5	Cluster-level Group Meeting	ISA to conduct cluster-level group meeting on Village Action Plan. The meeting should Orient the group in detail about the importance & Components of VAP. (4 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of Meetings	AEE to act as a manager & supervise the planning of Cluster-level meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
3.7	PRA & FGD exercises for VAP.	ISA to conduct PRA for Social mapping and components of Village Action Plan. (2 Nos.)	Presence of District IEC Consultant/ ISA Co-ordinator from PHED in sample percentage of PRA exercises.	BRCC/ CRCC to supervise the Planning & conduct of PRA at Village Level.
		ISA to conduct FGD for deciding the Annual O&M charges and individual monthly Tariff. (1 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of FGD Exercises	BRCC/ CRCC to supervise the Planning & conduct of PRA at Village Level.
3.8	Facilitation of Community for Preparation, Finalisation & Approval of VAP.	ISA to conduct Gaon Sabha with the community & PRI Members for Preparation, Finalisation & Approval of VAP. The Gaon Sabha minutes should be well-Documented. (1 Nos.)	Presence of JE as well as District IEC Consultant/ ISA Co-ordinator from PHED	AEE to act as a manager & supervise the planning of Gaon Sabha along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
3.9	Submission of VAP to DWSM through well-documented Gram Sabha	ISA should ensure Submission of VAP & well-documented Gaon Sabha Minutes to DWSM.		
4	Monitoring, O&M& FTK Training of Women Groups			
4.1	Community Familiarisation Exercises on approved work.	ISA should conduct a detailed Mapping activity of Proposed pipe water supply in the	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of Meetings	BRCC/ CRCC to supervise the Planning & conduct of Community Familiarisation exercise

		village with Community Members. (1 Nos.)		
4.2	Training of Women FTK Groups.	ISA should facilitate trainings of Women FTK Groups, identified & formed, with a focus on need based field requirement.	Presence & Support from DLL Functionaries in FTK Trainings.	ISA Co-ordinator to supervise the Planning & conduct of Training on O&M.
(B) IMPLEMENTATION PHASE (10-12 Months)				
5	Appropriate Ownership for the scheme			
5.1	Ownership of Scheme by GPWSC/ VWSC	ISA to facilitate detailed meeting for necessary update and intimation of concerned Work Order for implementing a scheme and a request for facilitating the list of beneficiary HHs for FHTC within the Command area of the scheme. As well as the issue of initiating all necessary steps to ensure meaningful O&M of the Scheme in future, after formal handing over the same to GP, should be discussed at length.	Presence of JE as well as District IEC Consultant/ ISA Co-ordinator from PHED	AEE to act as a manager & supervise the planning of meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
5.2	Meeting with Community members on constructional activities & technical components of PWSS.	ISA to conduct Community Level Meeting with the goal of providing details on technical components of PWSS & Monitoring Process of the same. (2 Nos.)	Presence of JE as well as District IEC Consultant/ ISA Co-ordinator from PHED in a sample number of meetings	AEE to act as a manager & supervise the planning of meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
5.3	Display of Contractor's details and Work Value as well as Contact Person & Contact No. for grievance redressal.	ISA with the help of PHED officials should ensure upload of details of contact person for grievance redressal as well as details of contractor.	Support provided by BRCC/CRCC.	
6	Collection of CAPEX			

6.1	IPC for community contribution.	ISA to conduct FGD for creating awareness about community contribution. (4 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of FGDs.	BRCC/ CRCC to act as a supervisor & take the responsibility of the Planning & conduct of FGD at Village Level.
		ISA to conduct IPC on Community Contribution & its benefits. (All HHs)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of HHs	BRCC/ CRCC to supervise the IPC at HH Level.
6.2	Cluster Level women meeting	ISA to conduct Cluster level women meeting in different pockets related to Community Contribution. (4 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of PRA Exercises	AEE to act as a manager & supervise the planning of meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
6.3	Cluster Level Group Meeting	ISA to conduct Cluster level meeting in different pockets related to Community Contribution and decide upon the means of community contribution i.e. cash/kind/labour. (4 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of PRA Exercises	AEE to act as a manager & supervise the planning of meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
6.4	Collection of Community Contribution & involvement of Water User's Committee.	ISA to ensure Community contribution for CAPEX.		
7	FHTC Monitoring, O&M & OPEX Preparedness			
7.1	IPC for FHTC& OPEX	ISA to Conduct IPC on components PWSS, Opex of FHTC involvement of WUC. (All HHs.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of HHs	BRCC/ CRCC to supervise the IPC at HH Level.
		ISA to conduct Open miking in entire village on importance of Water Quality.	ISA Co-ordinator & IEC Consultant to support in planning for Open Miking. The Districts can prepare audio clipping for the same & get approval from State.	BRCC/ CRCC to act as a supervisor & take the responsibility of the Planning & conduct of Open Miking at Village Level.
		ISA to distribute leaflets on the components of PWSS & Opex of FHTC as well as importance of Water Quality. (All HHs)	Leaflets for distribution to be provided by PHED State Office.	BRCC/ CRCC to supervise the distribution of leaflets by field level enumerators.

7.2	Routine Monitoring & O&M Plan Preparation.	ISA to conduct Routine Monitoring activity through Water User's Committee (WUC) (1 Nos.)		
		ISA to conduct community level meeting on O&M and prepare a tentative Monthly Plan for the same including collection of monthly tariff by WUC & Routing of FFC Grant from GP. (4 Nos.)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of Meetings	AEE to act as a manager & supervise the planning of meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
7.3	Capacity building exercises for O&M works.	ISA to conduct training of the identified Manpower on O&M (1 Nos.)	PHED to Provide Resource Person for the Training Session.	IEC Consultant/ ISA Co-ordinator to take the leadership of planning & structuring the Workshop along with ISA.
7.4	Training on Financial Management & Record keeping	ISA to conduct Training of VWSC/ GPWSC on Financial Management & Record keeping. (1 Nos.)	PHED to provide Resource Person for the Training Session.	IEC Consultant/ ISA Co-ordinator to take the leadership of planning & structuring the Workshop along with ISA.

C. POST IMPLEMENTATION PHASE (3 MONTHS)

8	To ensure Drinking Water Security for all			
8.1	IPC for FHTC to all HHs.	ISA to conduct IPC for demand generation on the left out Households (if any)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of HHs	BRCC/ CRCC to supervise the IPC at HH Level.
		ISA to conduct FGD with community members (those who have opted & those not) for demand generation among the left-out HHs (If any)	Presence of District BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of FGDs.	BRCC/ CRCC to act as a supervisor & take the responsibility of the Planning & conduct of FGD at Village Level.
		ISA to conduct assessment & routine monitoring with community members for providing FHTC to the left-out HHs. (1 Nos.)		BRCC/ CRCC to act as a supervisor & take the responsibility of the Planning & conduct of assessment & Routine Monitoring
9	Finalisation of Opex			

9.1	IPC on Importance, Finalisation Opex	ISA to conduct Group meeting with the community members on involvement of WUC for Collection of OPEX/ Monthly Tariff and utilisation of FFC Grant. (1 Nos.)	Presence of District IEC Consultant/ ISA Co-ordinator from PHED in sample percentage of Meetings.	AEE to act as a manager & supervise the planning of meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
		ISA to conduct a brief training session with the PRI members and User Committee Members on Book-keeping. (1 Nos.)	PHED to provide Resource Person for the Training Session.	IEC Consultant/ ISA Co-ordinator to take the leadership of planning & structuring the Workshop along with ISA.
10	WQM & SP			
10.1	WQM & SP activities.	ISA to conduct community level meeting for selection of community members for Monitoring, WQM & SP activities as well as development of detailed long-term WQM & SP Plan (2 Nos.)	Presence of District ISA Co-ordinator, BRCC/ CRCC & Swachhagrahis from PHED in a sample percentage of Meeting	AEE to act as a manager & supervise the planning of meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
10.2	Planning for sustainable refill mechanism for chemicals & equipment in the FTKs	ISA to conduct meeting with the Public Health Department for planning of sustainable refill mechanism. (1 Nos.)	Presence of District IEC Consultant/ ISA Co-ordinator from PHED in sample percentage of Meetings.	AEE to act as a manager & supervise the planning of meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
11	Final Report on Functionality & Documentation of success stories			
11.1	Discussion with GPWSC/ VWSC/ USER'S COMMITTEE Members to complete the final report on functionality & sustainability.	ISA to conduct meeting with all the stakeholders to discuss, complete & submit final report. (1 Nos.)	Presence of District IEC Consultant/ ISA Co-ordinator from PHED in sample percentage of Meetings.	AEE to act as a manager & supervise the planning of meetings along with IEC Consultant/ ISA Co-ordinator, ISA & AE, JE.
11.2	Uploading success story, if any.	ISA to document and submit success stories from field if any.		IEC Consultant to ensure appropriate documentation.