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HOUSING & URBAN DEVELOPMENT DEPARTMENT

NOTIFICATION

The 28th February, 2018

SUB: STANDARD OPERATING PROCEDURE FOR “JAL JOGAN MELA” SPECIAL DRIVE FOR ACHIEVING UNIVERSAL COVERAGE OF PIPE WATER SUPPLY & SANITATION IN URBAN AREAS OF ODISHA.

No. 5901–HUD-13-WSS-61-SCH-17-01/2017/HUD.— The State Govt. strives to improve the service delivery in respect of water & sanitation by promoting community participation. The basic services like water supply, Solid Waste Management, Waste Water Management, Faecal Sludge and Septage Management & access to Toilet are the focus areas to ensure improvement in quality of life in urban areas with an ultimate target of universal coverage of water & sanitation service.

2. Accordingly, Government in Housing & Urban Development Department has been pleased to notify a Standard Operating Procedure (SoP) to constitute user and management groups for promoting, facilitating and monitoring the services as detailed below:

I. Institutional Mechanism for achieving the above goal:

Constitution of “Ward Level WATSAN (Water & Sanitation) User & Management Committee”:—

It is proposed to have ward wise water & sanitation user and management committee (called as WATSAN Committee) in all ULBs with the following members:—

1. Corporator /Councillor of the Ward – Chair Person
2. Representative of ULB like Tax Collector/Sanitary Inspector/ Community Organiser etc. – Co-convenor
3. Representative of PHEO- Member
4. Representative of DISCOM- Member
5. AWW/ASHA Worker- Member
6. Ward Water Monitor - Convenor
7. (i) President/Secretary of local SHG (Who are involved in implementation of Govt Schemes) - to be nominated by the E.O.
(ii) President/Secretary of Mahila Arogya Samiti / Ward Kalyan Samiti - to be nominated by the E.O.
(iii) Members of Biju Yuva Bahini (residents of the ward), if available - to be nominated by the E.O.

(Maximum of total **6 Members** from above three categories)

The constitution of committee for each ward shall be notified by the Commissioner/Executive officer within 7 days. This committee shall be responsible for successful delivery of services in respect of water supply, Solid Waste management, Waste Water and septage Management and achieving & maintaining ODF status in the ward. The roles & responsibilities of WATSAN Committee and WATER Monitor in respect of sectors other than water will be communicated later.

II. Special Drive for water supply connection (Jal Jogan Mela):

It is required to conduct a special drive for providing new connections in the project area where distribution networks have been laid and also in those areas where distribution network are existing but sufficient connections have not been given though sufficient water is available.

This SOP is developed for the Special Drive in order to ensure achievement of 100% household water supply connections in all the ULBs in the State.

The special drive is named as “**Jala Jogan Mela**” which will be held on schedule dates in all wards of ULBs wherein applications to provide water connection will be collected. The objective of “Jala Jogan Mela” is not only to provide new water connection but also to create awareness about optimum utilisation of water, prevent wastage/ leakage of water/ prevent unauthorised connections/ drawl of water etc.

(A) Roles & Responsibilities of Ward WATSAN User & Management Committee in respect of water supply management:—

- The Committee will be fully responsible for Water Usage Management for the Ward.
- The Corporator /Councillor shall ensure monthly meeting of the committee.
- Initially detail discussion regarding water related issues like dry pockets/tail end issues/uncovered areas/optimum usage of water/ wastage of water/ unauthorised connections/ drawls etc. should be held and mapped.
- The Committee will also be responsible to take public feedback of water supply related issues and communicate it to ULB & PHEO/WATCO.
- The Committee shall take all endeavours to create awareness among the residents regarding the optimal usage of water in the line of communication received from Govt. Dept along with their local requirement on regular basis.

(B) Selection of WARD WATER MONITOR:-

For organising a special drive E.Es of concerned PH Division in consultation with ULBs will engage WATER MONITOR who can either be a group or an individual. The group may be an active SHG, Mahila Help Group/Members of the Biju Yuva Bahini (if available). The operational area of the group should be the ward and must be having at least 2 years experience in working with Govt of any scheme and all prescribed functions like internal lending/timely repayment of loans in case of SHG or having regular meetings, creating awareness in case of MAS, should have been complied. This condition is applicable only to a group & not to members of Biju Yuva Vahini, if engaged.

Initially during the special drive the Water Monitor will receive an incentive of Rs. 100/- for each successful water connection which will be borne by PHEO under 13-4215-IEC Head-Programme expenditure.

(C) Roles & Responsibilities of Ward WATER MONITOR:

- i. The Major role of WATER MONITOR will be to act as a key link between the residents and the water supply & Municipal authorities.
- ii. It will help organize meetings/awareness camps for the WARD WATSAN Committee.
- iii. During Special drive the monitor will help in collecting forms and facilitate the water supply connections to the local residents.
- iv. The WATER MONITOR will collect the water tax and deposit it with the PHD authorities.
- v. The WATER MONITOR will collect the feed backs from the residents and convey it to appropriate authorities.
- vi. Extend support to PHEO for wide publicity of the venue time & date through various mediums like Mike Announcement / Flex hoarding / Local paper Advertisement / Television Scroll News, so that application collection is maximised during special drive.
- vii. A tentative target for each ward is to be fixed after assessing the number of households already having connection and number of left out households to be covered.
- viii. After collection of applications from the households the areas where water is available, all households should be provided water connection, and the areas where any New Project / distribution line is to be laid, while laying the pipe lines house connection will be provided.
- ix. During the Special Drive the residents should be made aware about the fee and water charges for the water supply services. They should also be oriented about the special concessions available during the special drive. When the connections will be done during the mela, road cutting charges are fully exempted for the residents and with this repeated road cutting later on for individual house connections will also be avoided resulting in preventing inconvenience to the public.
- x. Public should be aware that the Government have fully exempted connection fee for the urban poor.
- xi. The connection fee can be paid in a maximum of 36 equated monthly instalments of Rs. 100 (36 x Rs.100 = Rs.3600).

Time Line

Sl. No.	Action	Timeline	Responsibility
1.	Initiation of Special Drive	15 days before Mela date	EE (PH Division)
2.	Engagement of 'WATER MONITOR'; commencement of sensitization, mobilization of community in the project area	10 days before Mela date	EE (PH Division) / EO (ULB)
3.	Display of flex/ hoardings; commencement of public announcements and distribution of leaflets	7 days before Mela date	EE (PH Division); WATER MONITOR

Sl. No.	Action	Timeline	Responsibility
4.	Organization of camp during special drive/ Mela	Mela Date	AEE/ JE / AE (PH Division)
5.	Completion of door-to-door campaign	15 days after Mela date	WATER MONITOR

III. Supervision and Sustainability:

- i. The ward WATSAN committee shall supervise the entire arrangement during the special drive and also thereafter. In the monthly meetings various issues like feedback received from residents and water monitor will be discussed. Also the measures to be undertaken for optimum usage of water and checking the misuse of water, ideal timing for water supply should be decided.
- ii. The ward WATSAN committee may decide to collect a nominal monthly charges of not more than Rs. 10/- from the households which shall be kept in a bank account to be jointly operated by the WATER MONITOR of the ward and the official representing ULB for the committee.
- iii. A separate cash book is to be maintained by WATER MONITOR for this purpose and monitored by the ULB representative from time to time. The income expenditure statement shall be placed and approved in the committee meeting.
- iv. The funds so collected shall be used by the WATSAN committee for conducting awareness creation programmes, conducting meetings etc.
- v. The WATER MONITOR will facilitate the bill distribution and collection of water charges from the residents and deposits the same in the PHEO office with proper acknowledgements.
- vi. The incentive arrangement for the WATER MONITOR for this purpose will be intimated later.
- vii. The WATER MONITOR will also facilitate the grievance handling related to water supply in the ward in coordination with the PHEO.

3. It shall come into the force from the date of issue of this Notification.

By Orders of the Governor

G. MATHI VATHANAN

Commissioner-*cum*-Secretary to Government