

T.M. Vijay Bhaskar, I.A.S.
Joint Secretary
टी.एम. विजय भास्कर, आई.ए.एस.
संयुक्त सचिव



भारत सरकार
पेयजल एवं स्वच्छता मंत्रालय
राजीव गांधी राष्ट्रीय पेयजल मिशन
Government of India
Ministry of Drinking Water and Sanitation
Rajiv Gandhi National Drinking Water Mission

No. W-11042/06/2013-Water-II

Dated: 5th April, 2013

Subject: Compendium of good practices in Operation & maintenance (O&M) of rural water supply schemes in India.

Dear Sir/ Madam,

As part of capacity building through knowledge sharing, the Ministry of Drinking Water and Sanitation has proposed to document the best practices in terms of operation and maintenance (O&M) models of different types of rural water supply schemes addressing the issues of sustainability, quality, inclusion etc. in partnership with the Water and Sanitation Program South Asia (WSP-SA) to prepare a compendium of good practices in O & M of rural water supply.

Objectives: The main objectives of the assignment are (a) to identify and document the best practices/ models of O&M of different types of rural water supply schemes at district/block/ GP level (b) To disseminate the best practices among the large stake holders including policy makers, practitioners etc

Criteria: The criteria for identification / selection of best practices include the following:

- It could be any type of water supply schemes (hand pump, piped, etc.) with any type of source (ground water/ surface water/ streams)
- It could be either a single village scheme or a multi village scheme
- The scheme should have been in operation for at least 1 year
- The theme of the good practice is operation and maintenance addressing the aspects of technical, institutional, financial and social sustainability.
- Should demonstrate community participation, use of local resources, equity, sustainability, transparency.

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In the above context, you are requested to contribute to the compendium through case studies of good practices in Operation and maintenance (O&M) of rural water supply schemes in your State as per the criteria mentioned above. A brief guidelines/ checklist for documenting the case studies is attached for your reference.

All the case studies should be send to

wspsa@worldbank.org or

mkullappa@worldbank.org or

Mr. Sujoy Mazumdar (IFS), Director (Water), MDWS, GoI. email :sujoy.m@nic.in

All case studies should reach before May 05, 2013

With best wishes,

Yours sincerely,

T.M. Vijay Bhaskar
(T.M. Vijay Bhaskar)

To

The Principal Secretary/Secretaries in-charge of Rural Drinking Water Supply
All States and UTs

Encl:

Check list/ guidelines for documentation of case studies

✓ TD, NIC for hosting on web.

Guidelines for writing case study (Check list)

The case study documenting good and innovative practice in Operation & maintenance (O&M) of RWS schemes should be short (3.000 words maximum) and should provide clear data about factors that account for its success. It should include details about how the scheme, programme or approach was implemented in the field. The report would comprise the following sections described below.

1. **TITLE:** The title should reflect key features of the good and innovative practices.
2. **ABSTRACT:** Give a short description of the case study including the process, outcomes and learnings
3. **INTRODUCTION:** Please describe why this example is important, why this is interesting, in which sense this a good or innovative practices, what results this practice has. (About 300 words).
4. **BACKGROUND:** Please describe the local and operating context, water resource and supply situation prior to the implementation of the scheme, evolution of the Rural Water supply scheme and the specific features of the scheme that responded to the local needs. What is special about the best practice and how did it differ from previous efforts to supply water (300 words).
5. **Objectives and Strategies:** Please describe what were the goals of the project and strategies adopted to achieve this.
6. **DESCRIPTION OF THE WATER SUPPLY SCHEME:** Please describe the main features of the scheme implemented (600 words)
 - a. **Mobilization of resources** – how was the project / practice funded, the amount and the source of funding programme
 - b. **Process** – what was the process followed, the time period, technical human resource support
 - c. **Problems encountered**
7. **EVIDENCE OF PERFORMANCE:** Please present all available information on the performance and impact of the practice developed and how it qualifies as best practice by either i) providing the population with safe, reliable, affordable and sustainable water, ii) evidence of professional management with high level of service; iii) evidence of impact on ground water resource quality and quantity improvement through conservation, protection and management; iv) what can demonstrate that technology fixed previous problems in water supply, etc. In submitting these information, please give details of the situation before and after the scheme was organized and the results achieved (in terms of socio-economic and health impacts, etc). (600 words)
8. **FACTORS OF SUCCESS:** Please present a clear and strong analysis of the key factors that contributed to successful management of the water supply system, the sustainability of the service and of the source too. Please provide details of each of these factors, rate the relative importance of each of these factors, and discuss the reasons for success, and conversely, the barriers and risks that the scheme successfully surmounted or managed to overcome. (600 words)
9. **SUSTAINABILITY OF THE PROJECT** – how sustainable is the project, how long has it been in operation, how is it ensured that the project will be sustainable.

10. **REPLICABILITY OF THE PROJECT** – is the project replicable in other situations; what are the elements required to be addressed to ensure replicability.
11. **LESSONS LEARNED:** Please provide a candid assessment of the most significant positive and negative lessons learned during implementation of the scheme. Please also discuss: (i) which of these lessons may have general replicability, within India or elsewhere; (ii) what may be the conditions or requirements for repeating it elsewhere; and (iii) what is required for *scaling up* these successful examples. **(600 words)**
12. **ILLUSTRATIONS:** Please attach further information in the form of photos (about 5 photos), graphs, and tables, as available, to convey more details of the scheme
13. **REFERENCES:** if available, please include key references (maximum of 10) and web-links as appropriate.
14. **ATTRIBUTION:** Please acknowledge the sources of any ideas and material that is copied, adapted, or paraphrased and highlight direct quotations.
15. **ABOUT THE AUTHOR:** Please provide the name(s), designation, organization and contact address, emails and phone numbers of the author(s) of the submission.

Note: Case studies should be sent to Shri Sujoy Mazumdar, Director, (Drinking Water Supply), DDWS, 8th floor, Paryavaran Bhavan, CGO complex, Lodi road, New Delhi, Government of India and Mr. M. Kullappa, Water and sanitation specialist, WSP-SA, 55, Lodi estate, New Delhi, (Email: wsp@worldbank.org) **no later than April 30,, 2013**. The best case studies will be published.

Photographs should be in JPG form with high resolution (minimum of 1.5 MB), relevant to the context and sent be sent separately.