

No. W-11042/04/2010/NRDWP
Government of India
Ministry of Rural Development
Department of Drinking Water & Sanitation

8th Floor, Paryavaran Bhawan
CGO Complex, Lodhi Road
New Delhi – 110 003

Dated: 2.11.2010

To

Principal Secretaries/ Secretaries
in-charge of PHED/ RWS in all States

Subject: Request for Best Practices for Documentation

Sir/ Madam,

The Department of Drinking Water & Sanitation, Government of India, is planning to document the best practices in managing rural drinking water supply schemes efficiently by addressing the issues of sustainability, quality inclusion etc. This is a part of advocacy and capacity building through knowledge sharing. It shall help in improving sector policies and practices based on lessons of good practices.

2. You are requested to kindly send at least 2-3 best practices from your State. The format prescribed is enclosed. The practices should be from projects/ schemes implemented through NRDWP/ ARWSP or State funds.

3. A suggestive list of subjects which may be covered in identifying the cases of best practices is as below:

(i) O & M, (ii) Source protection (iii) O&M by PRIs, (iv) Service delivery, (v) Quality testing, (vi) Treatment of contaminations, (vii) Water supply in water stressed areas (viii) Water reuse/ recycling (ix) Engineering innovation, (x) Public grievance redressal system (xi) Roof top water harvesting, (xii) School/ anganwadi water supply (xiii) Successful multi-village schemes (especially managed by PRIs).

4. It is requested that the above case studies be submitted to this office latest by 20th November, 2010. The compendium is proposed to be released by 15th December, 2010. The copy of the same may also be sent through e-mail to sujoy.m@nic.in

Yours faithfully,


[Sujoy Mojumdar]
Director

Copy to: 1. Engineers-in-chief/Chief Engineers of PHED/MDs Jal Boards/Nigams of all States
2. Officers in-charge of CCDU of all the States

Guidelines for writing case study (Check list)

The case study documenting good and innovative practice in RWS 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, program 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 resulted in. (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
 - 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 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 no later than November 20, 2010. 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.