



**Citizen's / Client's Charter for  
Government of India  
Department of Drinking Water and  
Sanitation  
(Ministry of Jal Shakti)  
(2023-24)**

**Address:** Pt. Deendayal Antyodaya Bhawan,  
CGO Complex, Lodhi Road,  
New Delhi

**Website:** <https://jalshakti-ddws.gov.in/>  
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## **Vision / Mission**

### **Vision**

**Safe Drinking Water and improved Sanitation for all, at all times, in rural India.**

### **Mission**

**To ensure all rural households have access to and use safe and sustainable drinking water and improved sanitation facilities by providing support to States in their endeavour to provide these basic facilities and services.**

## JAL JEEVAN MISSION

### INTRODUCTION

Jal Jeevan Mission, aims at providing assured water supply through tap water connections, to all households in rural India by 2024. Thus, the programme aims at enhancing 'ease of living' and improving 'quality of life' of rural population. This will go a long way in improving health indicators by warding off water borne diseases while reducing the drudgery of women & girls who are to fetch water from long distances. In consonance with 73<sup>rd</sup> amendment to the Constitution of India, Jal Jeevan Mission follows a community approach wherein Gram Panchayat or it's sub-committee namely Village Water & Sanitation Committee (VWSC)/ panni samitis, etc. will plan, implement, operate & maintain water supply schemes. JJM looks to create a *janandolan* for water, thereby making it everyone's priority.

### VISION

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.

### MISSION

Jal Jeevan Mission is to assist, empower and facilitate:

- 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 institution, viz. GP building, School, Anganwadi centre, Health centre, wellness centres, etc.
- States/ UTs for creation of water supply infrastructure so that every rural household has Functional Tap Connection (FHTC) by 2024 and water in adequate quantity of prescribed quality is made available on regular basis.
- States/ UTs to plan for their drinking water security
- GPs/ rural communities to plan, implement, manage, own, operate and maintain their own in-village water supply systems
- States/ UTs to develop robust institutions having focus on service delivery and financial sustainability of the sector by promoting utility approach
- Capacity building of the stakeholders and create awareness in community on significance of water for improvement in quality of life
- In making provision and mobilization of financial assistance to States/ UTs for implementation of the mission.

## OBJECTIVES

The broad objectives of the Mission are:

- To provide FHTC to every rural household.
- To prioritize provision of FHTCs in quality-affected areas, villages in drought prone and desert areas, aspirational districts, Sansad Adarsh Gram Yojana (SAGY) villages, etc.
- To provide functional tap connection to Schools, Anganwadi centres, GP buildings, Health centres, wellness centres and community buildings
- To monitor functionality of tap connections.
- To promote and ensure voluntary ownership among local community by way of contribution in cash, kind and/ or labour and voluntary labour (shramdaan)
- To assist in ensuring sustainability of water supply system, i.e. water source, water supply infrastructure, and funds for regular O&M
- 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
- To bring awareness on various aspects and significance of safe drinking water and involvement of stakeholders in manner that make water everyone's business

## SERVICES

**Operational Guidelines:** Jal Jeevan Mission has been launched, in partnership with States, to enable every rural household to have potable water of prescribed quality, in adequate quantity, on long-term and regular basis, by 2024. As Jal Jeevan Mission is a time-bound programme, operational guidelines for the implementation of the Mission has been framed in consultation with all the States/ UTs and other stakeholders and the same has been released by the Hon'ble Prime Minister on 25<sup>th</sup> December, 2019. The guidelines are available on the website of this Department.

**Contact Person:** Shri Avinash Kumar Sinha, Under Secretary JJM.I Division.  
Email: [avinash.sinha@gov.in](mailto:avinash.sinha@gov.in)

**Jal Jeevan Mission Dashboard:** Though, 'water supplies' is enlisted in the State list of the Constitution of India, Ministry of Jal Shakti has been playing a proactive role in the rural drinking water supply sector within the Constitutional framework and is closely monitoring the implementation of the Mission in the States/ UTs. In this regard, a dashboard has been set up and is available on the website of the Department wherein general public can get the information, upto the village level, about the number of tap connections provided.

**Contact Person:** Shri Manoj Kumar Jha, Under Secretary, JJM.IV Division.  
Email: [manojkumar.jha@gov.in](mailto:manojkumar.jha@gov.in)

**Integrated Management Information System (IMIS) Portal:** A JJM-IMIS portal has been developed to capture the year-wise and state-wise physical progress of the Mission along with fund utilization status, upto the village level. The portal also provides various other information about JJM such as number of Village Action Plans prepared, number of Implementation Support Agencies engaged, number of Schools/ Anganwadi Centres have been provided with tap water connections, etc.

**Contact Person:** Shri Manoj Kumar Jha, Under Secretary, JJM.IV Division.  
Email: [manojkumar.jha@gov.in](mailto:manojkumar.jha@gov.in)

**Capacity building by Key Resource Centres:** The essence of the National Jal Jeevan Mission is "Building Partnerships and Changing Lives". Partnership for knowledge-building have been envisaged with Government/ Non-Government institution including universities/deemed universities/administrative/ management/engineering institutions/training institutions, etc. of repute that would function as Key Resource Centres (KRCs). These institutions would be engaged for capacity building, reorientation of different stakeholders, dissemination of knowledge and information, development of high-quality print and audio-visual content, documentation of best practices, etc. to transform the eco-system of drinking water supply sector.

**Contact Person:** Shri Santosh Kumar, Under Secretary, JJM.V Division.  
Email: [santosh-yah.pb@nic.in](mailto:santosh-yah.pb@nic.in)

**Technical Committee:** Under Jal Jeevan Mission, a Technical Committee headed by Principal Scientific Advisor (PSA) to Government of India has been set up to identify and accept technologies for assisting States in achieving JJM objectives. The Committee examines the proposal in the identified area of drinking water and sanitation and recommends for funding from DDWS. The committee also evaluates the technical solutions/ innovations in the for-drinking water and sanitation sectors and provides recommendation on the same.

**Contact Person:** Shri Arun Kumar, Under Secretary JJM.VI Division.  
Email: [arun.moca@nic.in](mailto:arun.moca@nic.in)

**Grievance Redressal Mechanism:** Centralized Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG. The portal can be accessed using weblink <https://pgportal.gov.in/>.

**Contact Person:** Shri D Rajasekhar, Additional Advisor  
Email: "D Rajashekhar" [ddws\\_drsekhar@nic.in](mailto:ddws_drsekhar@nic.in)

**Right to Information (RTI) Matters:** In terms of Section 5 (1) of the Right to Information Act, 2005, CPIOs and Appellate Authorities have been designated as per the allocated work.

Besides the above, details of the other functions of the Department are as under: -

S. No.	Functions	Services/ Performance Standards	Responsible officer (Name, Designation and contact)	Process	Document required
1.	Timely release of funds under various components of Jal Jeevan Mission as per laid down criteria, to the State and Union Territories.	5 working days	Ms. Swati Meena Naik, Director <a href="mailto:swati.meena@mp.gov.in">swati.meena@mp.gov.in</a>	<ul style="list-style-type: none"> <li>• Scrutiny of proposals</li> <li>• Obtaining clarifications, if approved</li> <li>• Approval of AS&amp;MD, National Jal Jeevan Mission</li> <li>• Concurrence of IFD</li> <li>• Issue of sanction order</li> <li>• Release by PAO</li> </ul>	<ul style="list-style-type: none"> <li>• Proposal</li> <li>• Reconciled Utilization certificates</li> <li>• Audited Statement of Accounts with replies to observations</li> <li>• 75% expenditure on IMIS &amp; PFMS</li> <li>• Performance report</li> <li>• Replies to the clarifications sought, if any.</li> </ul>
2.	SLSSC proposals	10 working days	Concerned Director/ Deputy Secretaries	<ul style="list-style-type: none"> <li>• Scrutiny and analysis of proposal.</li> <li>• Finalization of comments over the proposal</li> </ul>	Agenda note on prescribed format.

**Conclusion:** Water being a State subject, this Department of Government of India provides financial and technical assistance to the State Governments/ UT Administrations for providing water supply to the rural population. This Citizen Charter has been formulated accordingly. Constant feedback and suggestion from the recipients and stakeholders regarding delivery of services are most welcome as this would enable us to improve the service delivery mechanism and make us more response to the needs of the citizen of the country.

Feedback / suggestions on the Charter can be mailed to: **Additional Secretary & Mission Director, National Jal Jeevan Mission**, 4<sup>th</sup> Floor, Pt. Deendayal 'Antyodaya' Bhawan, CGO Complex, Lodhi Road, New Delhi – 110 003. Email: [as.jjm@gov.in](mailto:as.jjm@gov.in)

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# Swachh Bharat Mission (Grameen) [SBM-G]

## Introduction

To accelerate the efforts to achieve universal sanitation coverage and to put focus on sanitation, the Prime Minister of India had launched the Swachh Bharat Mission (Grameen) on 2<sup>nd</sup> October 2014. The Mission was implemented as nation-wide campaign/Janandolan which aimed at eliminating open defecation in rural areas by 2<sup>nd</sup> October, 2019 through mass scale behaviour change, construction of household-owned and community-owned toilets and establishing mechanisms for monitoring toilet construction and usage. All the villages have declared themselves Open Defecation Free (ODF) by 2<sup>nd</sup> October, 2019.

To ensure that the open defecation free behaviours are sustained, no one is left behind, and that solid and liquid waste management facilities are accessible, the Mission, in its Phase II, is working towards ODF-Plus India. ODF Plus activities under Phase II of Swachh Bharat Mission (Grameen) will reinforce ODF behaviours and focus on providing interventions for safe management of solid and liquid waste in villages.

## Vision

Improved Sanitation for all, at all times, in rural India – saaf suthra gaon hamara.

## Mission

To support the States to ensure sustainability of ODF status by providing access to toilet facilities to newly emerging households and continued engagement with villages to reinforce ODF behaviours, and to decide for Solid and Liquid Waste Management (SLWM) in all villages by 2024-25.

## Objectives

The broad objectives of the Mission are:

- To sustain open defecation free behaviours and ensure that no one is left behind.
- To make accessible SLWM facilities in the rural areas
- To encourage cost effective and appropriate technologies for ecologically safe and sustainable sanitation.
- To encourage decentralized models of operation and maintenance of SLWM facilities in the rural areas.
- To create significant positive impact on gender specific requirements and promote social inclusion by improving sanitation especially in marginalized communities including Persons with Disabilities (PwDs)

## Services

**Operational Guidelines:** Swachh Bharat Mission (Grameen) is implemented through State Governments/ UTs, to ensure that every rural household has access to sustainable sanitation facilities including SLWM. Operational Guidelines for the implementation of the Mission has been formulated in consultation with all the States/ UTs and other stakeholders and is available on the website of this Department. The guidelines being amended from time to time based on requirements of the States/implementing agencies during implementation of the programme.

**Contact Person:** Shri Karanjit Singh, Director, SBM Division.  
e-mail: karanjit.ngangbam@gov.in

**SBM (G) Dashboard:** Though sanitation is a State subject, DDWS is closely monitoring implementation of the Mission in the States/ UTs and providing hand-holding support, as necessary. For the purpose, SBM(G) dashboard has been developed for monitoring the progress under the Mission which is also available on the website of the Department, for information of general public.

**Contact Person:** Sh. Kapil Chaudhary, Director, SBM Division.  
e-mail: kapilc1973@gmail.com

**Integrated Management Information System (IMIS) Portal:** An IMIS portal has been developed to capture the year-wise and State-wise progress of the Mission.

**Contact Person:** Sh. Kapil Chaudhary, Director, SBM Division.  
e-mail: kapilc1973@gmail.com

**Technical Committee:** A Technical Committee headed by Principal Scientific Advisor (PSA) to Government of India has been set up with the mandate, inter alia, to invite online proposals for innovative technologies for sanitation including SLWM, consider, decide and recommend further action including demonstration projects to address the challenges and develop performance and technology standards.

**Contact Person:** Sh. Ramendra Pratap Shukla, Deputy Secretary, SBM Division.  
e-mail: rp.shukla67@nic.in

**Innovation and R&D:** Innovative proposals related to sanitation, received from R&D institutions and innovators, may be taken up for demonstration purpose on pilot basis considering its feasibility. After approval of the proposals by Technical Committee, Department/ National Mission will decide the place of demonstration, in consultation with States, to catalyze innovations in the domain of ODF sustainability, Faecal Sludge Management, Grey Water Management, Bio-degradable Waste Management (including Gobardhan) and Plastic Waste Management.

**Contact Person:** Sh. Ramendra Pratap Shukla, Deputy Secretary, SBM Division.  
e-mail: rp.shukla67@nic.in

Besides the above, details of other functions of the Department are as under:



S.N.	Services/ Transaction	Service/ Performance Standards	Responsible Person (Designation)	Process	Document Required
1.	Timely release of funds to the States under Swachh Bharat Mission (Grameen) as per laid down criteria	5 working days	Karanjit Singh, Director, SBM Division. e-mail: karanjit.ngangbam@gov.in	1. Scrutiny by programme division 2. Approval by the JS & MD, SBM-G 3. Concurrence by IFD 4. Issue of Sanction 5. Release by PAO	1. Proposal/demand for release funds 2. Utilisation Certificates 3. Audit Statement of Account, if required 4. Fulfilment of other conditions for release under Centrally Sponsored Schemes 5. Replies to clarifications sought, if any
2.	Timely release of funds under Swachh Bharat Mission (Grameen) to Dr. Syama Prasad Mookerjee National Institute of Water and Sanitation (SPM-NIWAS) erstwhile NCDWS&Q for interest payment in respect of Extra Budgetary Resources raised under the Mission	3 working days before due date	Karanjit Singh, Director, SBM Division. e-mail: karanjit.ngangbam@gov.in	1. Scrutiny by programme division 2. Approval by the JS & MD, SBM-G 3. Concurrence by IFD 4. Issue of Sanction 5. Release by PAO	1. Proposal/ demand for release

**Grievance Redressal Mechanism:** A Grievance Redressal Cell is available in the SBM wing of the Department to redress the grievances related to sanitation in rural areas. An online grievance portal has also been developed to receive the online grievances and is available on <https://ejalshakti.gov.in/ISC/frmGrievanceEntry.aspx>

**Contact Person:** Sanjay Kumar Sinha, Director, SBM Division.  
e-mail: sanjay.sinha67@nic.in

**Right to Information (RTI) Matters:** In terms of Section 5 (1) of the Right to Information Act, 2005, CPIOs and Appellate Authorities have been designated as per the allocated work. The list of CPIOs and Appellate Authorities is available on Department's website.

**Conclusion:** Sanitation being a State subject, this Department of Government of India provides financial and technical assistance to the State Governments/UT Administrations for making provisions for sustainability of ODF gains and arrangements for solid and liquid waste management in rural India. This Citizen Charter has been formulated accordingly. Constant feedback and suggestion from the recipients

and stakeholders regarding delivery of services are always welcome and received through multiple channels, the feedback enables us to improve the service delivery mechanism in a more responsive manner.

Feedback/ suggestions on the Charter can be mailed to: **Joint Secretary & Mission Director, Swachh Bharat Mission (Grameen)**, 4<sup>th</sup> Floor, Pt. Deendayal 'Antyodaya' Bhawan, CGO Complex, Lodhi Road, New Delhi - 110 003. e-mail: [srijiten@ias.nic.in](mailto:srijiten@ias.nic.in)

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