Functionality Assessment of Household Tap Connection under National Jal Jeevan Mission - 2022

Har Ghar Jal
Jal Jeevan Mission

STATE REPORT: WEST BENGAL

SURVEY DURATION: FEBRUARY TO MARCH 2022

Contents

Abbreviations

AWC	Aanganwadi Centre
FHTC	Functional Household Tap Connection
GoI	Government of India
GP	Gram Panchayat
HF	Health Facility
HH	Household
HGJ	Har Ghar Jal
JJM	Jal Jeevan Mission
LPCD	Litres per Capita per Day
MVS	Multi-village Scheme
NJJM	National Jal Jeevan Mission
RC	Residual Chlorine
O&M	Operation and Maintenance
OHT	Over Head Tank
PSU	Primary Sampling Unit
PWS	Piped Water Supply
SVS	Single Village Scheme
VAP	Village Action Plan
VWSC	Village Water and Sanitation Committee
WQMIS	Water Quality Monitoring and Information System

Glossary

1. **Community** – Group of people living in one particular area or village/habitation
2. **Cross-sectional research** – A cross-sectional study is a type of research design in which data is collected from a relatively large and diverse group of people at a single point in time
3. **Drinking water source** – Groundwater (open well, borewell, tube well, handpump, spring, etc.)/ surface water (river, lake, pond, reservoir, etc.)/rainwater, available for drinking and domestic use
4. **Improved sources** – The following sources as considered improved by the National Family Health Survey definitions: Piped water into dwelling, yard/plot with a tap, piped water connected to public stand-posts, tube well or borewell, Hand pump, dug well–protected, Spring–protected, Rainwater, Water ATM/ Community RO plant/ Community Water Purification Plant (CWPP)
5. **Unimproved sources** – The following sources as considered unimproved by the National Family Health Survey definitions: Unprotected spring, unprotected dug well, cart with small tank / drum, Tanker/ truck, Surface water (river/ dam/ lake/ pond/ canal), and bottled water
6. **Functional Household Tap Connection (FHTC)** – A tap connection to a rural household for providing drinking water in adequate quantity of prescribed quality on regular basis.
7. **Functionality of FHTC** – Functionality of a tap connection is defined as having infrastructure, i.e., household tap connection providing water in adequate quantity, as presented:

Definitions	Fully-functional	Partially-functional	Non-functional
Quantity	>= 55 LPCD	> 40 lpcd - < 55 LPCD	< 40 LPCD
Regularity	12 months or daily basis	9-12 months or < daily basis	< 9 months or < daily basis
Quality	Potable	Potable	Non potable

8. **Quantity (in litres)** of water received by households per person per day should meet the service level of 55 lpcd.
9. **Functionality Assessment** – An assessment of the functionality of rural household tap connections based on a sample survey
10. **Regularity –** Regularity of water is considered when a rural household receives water for 12 months on daily basis or as per schedule.
11. **Potability –** Potable water is water that is safe to be used as drinking water. Parameters of potable water are mentioned below:

Parameters for potable water tested in the survey		**Unit**	**Acceptable Limit**	**Permissible Limit** in the absence of alternative sources
i.	pH (tested on site)	-	6.5 to 8.5	No relaxation
ii.	Free residual chlorine (tested on site)	Mg/litre	0.2	1
iii.	Turbidity	NTU	1	5
iv.	Total hardness	Mg/litre	200	600
v.	Total alkalinity	Mg/litre	200	600
vi.	Chloride	Mg/litre	250	1000
vii.	Ammonia	Mg/litre	0.5	No relaxation
viii.	Phosphate	Mg/litre	0.3	1
ix.	Iron (in hotspots only)	Mg/litre	1	No relaxation
x.	Nitrate	Mg/litre	45	No relaxation
xi.	Sulphate	Mg/litre	200	400
xii.	Total dissolved solids	Mg/litre	500	2000

xiii.	Fluoride	Mg/litre	1	1.5
xiv.	Arsenic (in hotspots only)	Mg/litre	0.01	No relaxation
xv.	Bacteriological test for Total coliform bacteria and E. coli or thermotolerant coliform bacteria		Shall not be detectable in any 100 ml sample	

12. **Sampling** – Selection of a subset of individuals from within a statistical population to estimate water service delivery among the population. In the current study, households have been sampled to estimate the representation of the village and subsequently of the district as well as of the state.
13. **Types of schemes**: Following are the piped water supply schemes that were assessed
    a. Mini-solar based piped water supply scheme in isolated/tribal hamlets
    b. Single Village Scheme (SVS) in villages having adequate groundwater that needs treatment
    c. Single village scheme (having adequate groundwater/ spring water/ local or surface water source of prescribed Quality)
    d. Retrofitting of ongoing schemes taken up under erstwhile NRDWP for the last mile connectivity/ retrofitting of completed rural water supply schemes to make it JJM compliant
    e. Multi-village PWS scheme - with water grids/ regional water supply schemes
14. **Village Action Plan (VAP)** – Plan prepared by Gram Panchayat and/ or its sub-committee, i.e., VWSC/ Paani Samiti/ User Group, etc. based on baseline survey, resource mapping and felt needs of the village community to provide FHTC to every rural household, treat the generated greywater and plan its reuse, undertake surveillance activities, etc. VAP also indicates the fund requirement and timelines for completion of work under the Mission and will be approved by the Gram Sabha. Irrespective of the source of funding, all drinking water-related works in the village are taken up based on the VAP.
15. **Source Sustainability** – includes measures such as aquifer recharge, rainwater harvesting, increased storage capacity of water bodies, reservoirs, de-silting, etc. improve the lifespan of water supply systems
16. **Har Ghar Jal (HGJ)** – An administrative unit wherein all HHs are provided with water supply through FHTCs is called “Har Ghar Jal”.
17. **Public Institutions** – The public institutions in the survey include Aanganwadi Centre (AWC), Health Facilities, Schools, Gram Panchayat, and government buildings.
18. **Working tap connection –** A tap connection supplied water at least one day in the week, preceding of survey
19. **Functional Scheme –** A scheme is said to be functional if it was reported to be working for all 12 months in a year.

Note: The detailed analysis of data at the district level has been incorporated in the District Reports presented separately. The State Reports are to be read in concurrence to the District Reports.

Executive Summary

Jal Jeevan Mission (JJM) was launched on the 15th of August 2019 with the objective to provide functional household tap connections (FHTCs) to all rural households. NJJM, GoI engaged HTA Kantar Public to conduct the 'Functionality Assessment' of the tap connection at households as well as public institutions/ buildings such as schools, anganwadis, gram panchayat buildings, public health facilities, and wellness centers in all the rural districts for the financial year 2021-22.

A cross-section research design was adopted for this functionality assessment study. As per the design, all villages having a piped water scheme (PWS) with 20 or more functional household tap connections were included in the sample frame. There after the required number of villages were randomly selected villages such that these are statistically significant at the district level.

In this study, data was collected from the households, and public institutions (i.e., schools, anganwadis, gram panchayat buildings, public health facilities and wellness centers, etc.) in the randomly selected villages. Water quantity and quality were also tested in the sampled households and public institutes. Quality testing was conducted for various parameters, out of which pH and residual chlorine were tested on the ground and for the remaining 12 different quality parameters water sample was collected and sent to the nearest NABL accredited district labs for testing.

The state of West Bengal lies in the eastern part of India and has a population of 9,12,76,115 (Census 2011). It has 22 districts and 41374 villages, and 9502 villages have PWS schemes. The state is yet to achieve the Har Ghar Jal status. A total of 396 villages, across all districts, and 8576 households were randomly sampled for the survey, and additionally, water samples from 63 public institutions were tested.

In the assessment among sampled villages, 77% of villages have only one scheme, 20% of villages have 2-3 schemes, and 3% of villages have 4 and more schemes. Mostly all schemes across the state were found functional.

At the state level, 85% of the HHs were satisfied with the regularity of the supply, 85% with the quality of the water supplied, 87% with the colour of the water supplied, and 86% with the taste of the supplied tap water.

Overall functionality status of West Bengal

At the state level, 100% of HHs received water on the day of the survey. While 68% of the HHs were found to have fully functional tap water connections within the premises. Out of which 97% received an adequate quantity of water, 90% reported receiving a fully regular supply of water, and 76% HHs received potable water.

It was found that more than 96% of households received water all 7 days a week and 3% received at least 3 to 4 days, while none of the HHs received water only once a week. The average duration of water supply across the state was reported to be 3 hours per day.

In West Bengal, 33% of the villages have reported that water is directly supplied to the households and the remaining 67% reported that water was supplied via an overhead tank, sump, or both.

During the roll-out of the data collection in the state, all-district level NABL accredited laboratories (labs) extended their support in accepting and testing water samples from HHs and public institutions. One of the challenges identified by the labs was the capacity to test

more than 30-40 samples within 24 hours given the shortage of technicians and availability of necessary reagents in the required quantity. In West Bengal, 8637 samples of water were submitted, and 7844 were tested at the labs. The turnaround time of testing of water sample was more than 48 hours in most cases. Given this feedback, it can be conferred that these labs have limited scope to take up samples from the general public at large on a regular basis. The different quality parameters of the collected water samples that were tested were turbidity, total hardness, total alkalinity, chloride, iron, nitrate, sulphate, total dissolved solids, bacteriological test, arsenic, and fluoride.

Residual chlorine was found within the permissible limit only in 20% of the HHs. The percentage was relatively higher in HF, and Schools (more than 40%), wherein there is a possibility of additional chlorine being added locally for the purification of water. Even if 78% of samples passed in bacteriological parameter the RC was found only in 22%, which means the protection against the risk of bacteriological contamination from source to point of consumption is not provided to HHs. A monitoring system to ensure the correct dosing of chlorine in the pipe water supply system is necessary for assuring potable water.

Out of the 8575 HHs sampled for the FHTC assessment, a water quality test was carried out in 8574 due to the non-availability of water in 1 HH on the day of the survey. pH was found within the acceptable limit in 95% of households. Among the public institution, pH was found in the acceptable limit of more than 90% in AWC, and schools.

32% of villages in the state reported having available field test kits. And 33% of these reported to have either VWSC/Pani Samiti or pump operators trained to use field test kits for testing the quality of water on-site.

Water quality management in village

It was found that 6% of villages in the state reported having a VWSC or a Pani Samiti out of which 9% of the VWSC/Pani Samitis reported to have more than 50% female members. In the state, 1% of villages reported that VWSC/ Pani Samiti is responsible for the operation and maintenance of pipe water supply.

27% of villages reported having identified skilled manpower for O&M of PWS schemes. 7% of villages in the state reported having faced challenges with respect to O&M of PWS schemes.

57% of HHs reported that they are aware of any grievance redressal mechanism w.r.t. HH tap water through PWS, but only 3% HHs have reported a complaint in the last year and only 2% of complaints have been resolved. Among those who reported complaints (i.e., 3% HHs, 226 HHs), 80% of the HHs reported their complaints to the pump operators besides other reporting channels.

Overall, 2% of villages in the state levy charge for water service delivery to households whereas 1% HHs reported paying water service delivery charges at the households.

78% of HHs reported that their daily requirement of water was being met by HH tap connections.

Overall, 97% of HHs reported using an improved source of drinking water, as their primary source. The state also needs to further strengthen communication for the quality of water supplied so that every household can use the same for drinking purposes.

Overall, 6% HHs reported using booster pumps to maximize the water flow through their piped water connections.

It was found that 38% of the villages have schemes that are based on groundwater sources, while 10% on surface water sources.

Age-wise functionality of the schemes indicates improvement in ‘always functional’ schemes and a decrease in the ‘non-functional scheme’ in the state since 2012. 11-% point

improvement in a fully functional scheme was recorded from 2012 to 2013-18. In 2019 and later the same trend has maintained, however, 84% of schemes have been reported to be always functional and 1% as partially functional (i.e., a total of 85% of schemes).

Impact of JJM

Across the state, only 1% HHs reported having an incidence(s) of water-borne diseases in the last year.

Since having a functional HH tap connection, 18% HHs across the state have reported that there has been a change in the no. of employment days of the adult HH members while 62% HHs reported no change.

Out of the HHs reported (i.e., 5610) that female members used to fetch water before HH tap connection, 86% reported that post-installation of HH tap connection helped reduce of time and effort in collection of water.

Across the state, 64% HHs reported that since having a functional HH tap connection the attendance of the girls going to schools has increased, while 18% HHs reported no change in attendance which could possibly be an impact of shutting down of schools due to COVID-19 related lockdown during the survey period.

Functionality Status of Har Ghar Jal Districts

At the state level for Har Ghar Jal districts, 100% of households received water on the day of the survey. While 78% of the households were found to have fully functional tap connections. Out of which 98% received an adequate quantity of water, more than 9 out of 10 reported receiving a fully regular supply of water and 85% received potable water.

Since having a functional HH tap connection,19% reported that there has been a change in no. of employment days. Out of the HHs in which female members used to fetch water before HH tap connection, 92% reported that post-installation of HH tap connection helped reduce time and effort in collecting water. Across the Har Ghar Jal district, 12% HHs reported that since having a functional HH tap connection their income has directly benefitted.

Functionality Status of Aspirational Districts

At the state level for aspirational districts, 100% of households received water on the day of the survey. While 83% of the households were found to have fully functional tap connections. Out of which 99% received an adequate quantity of water, more than 9 out of 10 reported receiving a fully regular supply of water and 89% received potable water.

Since having a functional HH tap connection,19% reported that there has been a change in no. of employment days. Out of the HHs in which female members used to fetch water before HH tap connection, 82% reported that post-installation of HH tap connection helped reduce time and effort in collecting water. Across the aspirational district, 13% HHs reported that since having a functional HH tap connection their income has directly benefitted.

Functionality Status of JE-AES Districts

At the state level for JE-AES districts, 100% of households received water on the day of the survey. While 69% of the households were found to have fully functional tap connections. Out of which 98% received an adequate quantity of water, about 9 out of 10 reported receiving a fully regular supply of water and 79% received potable water.

Since having a functional HH tap connection,22% reported that there has been a change in no. of employment days. Out of the HHs in which female members used to fetch water before HH tap connection, 90% reported that post-installation of HH tap connection helped reduce

time and effort in collecting water. Across the JE-AES district, 17% HHs reported that since having a functional HH tap connection their income has directly benefitted.

1. State Factsheet

Functionality status of tap connection at households	India	West Bengal
Working tap connections- HHs which received water through tap connection at least once in last 7 days (%)	86	100
Quantity[1] of water received by households		
Adequate quantity (>55 LPCD) (%)	85	97
Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)	5	1
Inadequate quantity (<40 LPCD) (%)	10	2
Regularity[2] of water received by households		
Fully Regular Supply (as per schedule) (%)	80	90
Partially Regular Supply (not as per schedule) (%)	14	8
Irregular Supply (less than 9 months' supply) (%)	6	2
Potable[3] (Quality) water received by households (%)	87	76
Overall functionality[4] (%)	62	68

Service delivery parameters	India	West Bengal
Overall user satisfaction on regularity at the household level (%)	83	85
Overall user satisfaction on overall quality at the household level (%)	82	85
Households receiving water supply daily-7 days a week (%)	74	96
Daily HH requirement of water being met by FHTC (%)	80	78
Households paying water service delivery charges (%)	35	1
Households aware of grievance redressal mechanism (%)	71	57
Households reported a reduction in time and effort in collecting water (%)	79	86
Average no. of times water is supplied in a day	1	2
Households reported incidence of water-borne diseases in the last year (%)	2	1
Households purifying water before drinking (%)	57	18
Residual Chlorine (RCL) detected with in permissible limits (%)	24	20
Villages with Field Test Kits (%)	30	32
Villages in which bacteriological test was done in last 1 year by VWSC/ Pani Samiti (%)	29	39
Villages reported to have a mechanism for chlorination (%)	21	56

Institutional arrangement	India	West Bengal
Village reported having presence of VWSC/ Pani Samiti (%)	38	6
Villages in which VWSC/ Pani Samiti is responsible for Operation & Maintenance of PWS schemes (%)	14	1
Villages in which persons are trained to use Field Test Kits (%)	31	33
Villages levying water service delivery to households (%)	34	2
Villages having skilled manpower for Operation & Maintenance of PWS schemes (%)	31	27
Community monitoring of water wastage in villages (%)	19	14
Villages in which signages about JJM were observed (%)	15	29

[1] Quantity (in litres) of water received by households per person per day should meet the service level of 55 lpcd
[2] Regularity is receiving water for 12 months or daily basis as per schedule
[3] Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical, and bacteriological parameters (within acceptable/ permissible range) and onsite testing of pH.
[4] Overall functionality has been computed as the intersection of Adequate Quantity, Fully Regular Supply and Potable (Quality) for households wherein water supply was available at the time of survey

Functionality status of tap connection at households in Har Ghar Jal Districts	India	West Bengal
Working tap connections- HHs which received water through tap connection at least once in last 7 days (%)	91	100
Quantity of water received by households		
Adequate quantity (>55 LPCD) (%)	88	98
Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)	4	1
Inadequate quantity (<40 LPCD) (%)	8	1
Regularity of water received by households		
Fully Regular Supply (as per schedule) (%)	84	93
Partially Regular Supply (not as per schedule) (%)	11	5
Irregular Supply (less than 9 months' supply) (%)	5	2
Potable (Quality) water received by households	87	85
Overall functionality (%)	67	78

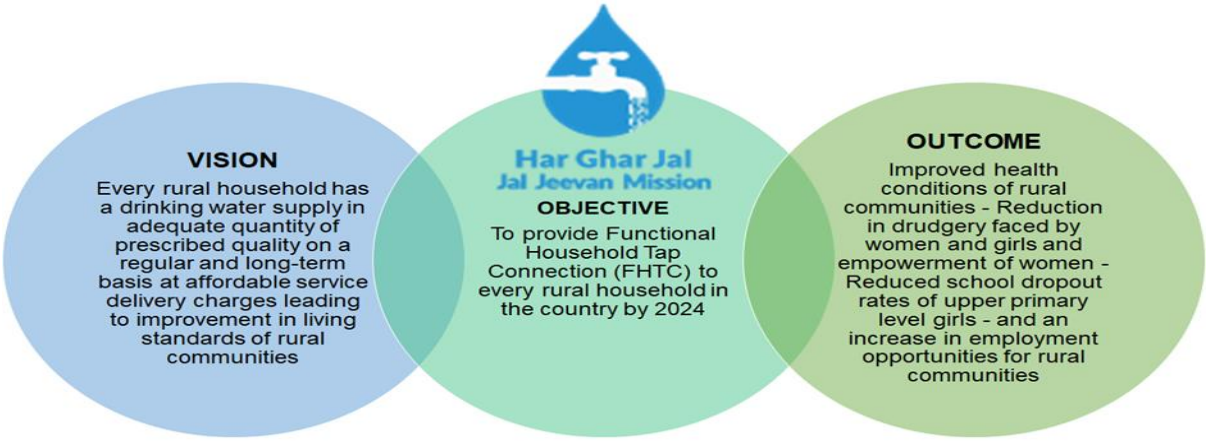
Functionality status of tap connection at households in Aspirational Districts	India	West Bengal
Working tap connections- HHs which received water through tap connection at least once in last 7 days (%)	78	100
Quantity of water received by households		
Adequate quantity (>55 LPCD) (%)	85	99
Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)	5	1
Inadequate quantity (<40 LPCD) (%)	10	0
Regularity of water received by households		
Fully Regular Supply (as per schedule) (%)	77	93
Partially Regular Supply (not as per schedule) (%)	14	7
Irregular Supply (less than 9 months' supply) (%)	9	0
Potable (Quality) water received by households (%)	88	89
Overall functionality (%)	62	83

Functionality status of tap connection at households in JE-AES Districts	India	West Bengal
Working tap connections- HHs which received water through tap connection at least once in last 7 days (%)	79	100
Quantity of water received by households		
Adequate quantity (>55 LPCD) (%)	95	98
Partially adequate quantity (> 40 LPCD - < 55 LPCD) (%)	2	1
Inadequate quantity (<40 LPCD) (%)	3	1
Regularity of water received by households		
Fully Regular Supply (as per schedule) (%)	80	89
Partially Regular Supply (not as per schedule) (%)	13	8
Irregular Supply (less than 9 months' supply) (%)	7	3
Potable (Quality) water received by households (%)	89	79
Overall functionality (%)	69	69

2. Context

Jal Jeevan Mission (JJM) was launched on the 15th of August 2019 with the objective to provide functional household tap connections (FHTCs) to all rural households.

Figure 1: Har Ghar Jal - Objective, Vision, & Outcome



In accordance with the overall objectives as specified in the Operational Guidelines for the implementation of the NJJM, GoI carried out a sample survey to assess the functionality of household tap connections. As part of this endeavour, NJJM, GoI engaged HTA Kantar Public to conduct the 'Functionality Assessment' of the household as well as public institution/ buildings such as schools, anganwadis, gram panchayat buildings, public health facilities, and wellness centers in all the rural districts for the fiscal year 2021-22.

2.1. State snapshot: West Bengal

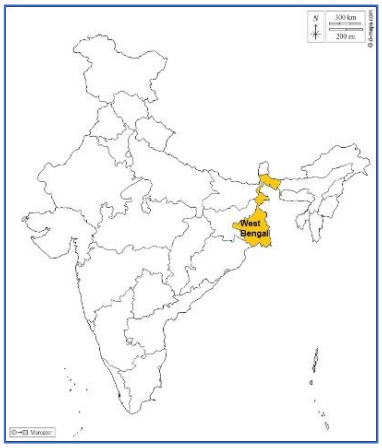
The state of West Bengal lies on the eastern part of India and has a population of 9,12,76,115 people. It has 22 districts and 41374 villages where 9502 villages have PWS schemes. The state lies on the Lower Gangetic Plains region and Eastern Himalayan region and receives an average annual rainfall of about 1851.4mm. Among the villages with PWS schemes, 7611 villages (18.40%) have more than 20 households with functional tap connections. The state is yet to achieve the Har Ghar Jal status.

Presented here are state level information collated from the DDWS-IMIS:

Figure 2: State IMIS Status & Map

IMIS status:

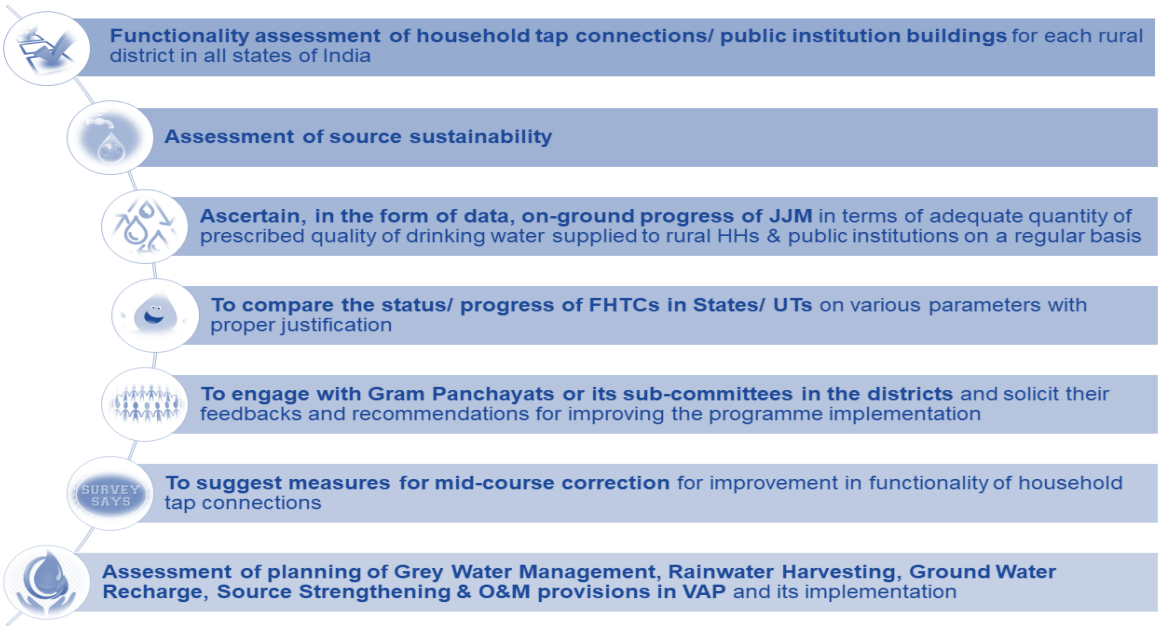
- Not a Har Ghar Jal state.
- 18 districts are Iron & 6 districts are Fluoride affected
- 7611 (18.40% of all) villages with PWS more than 20 FHTC
- 5.09% villages covered under HH tap connections under HGJ



2.2. FHTC Assessment Objectives

The overall objectives of the FHTC assessment are as presented:

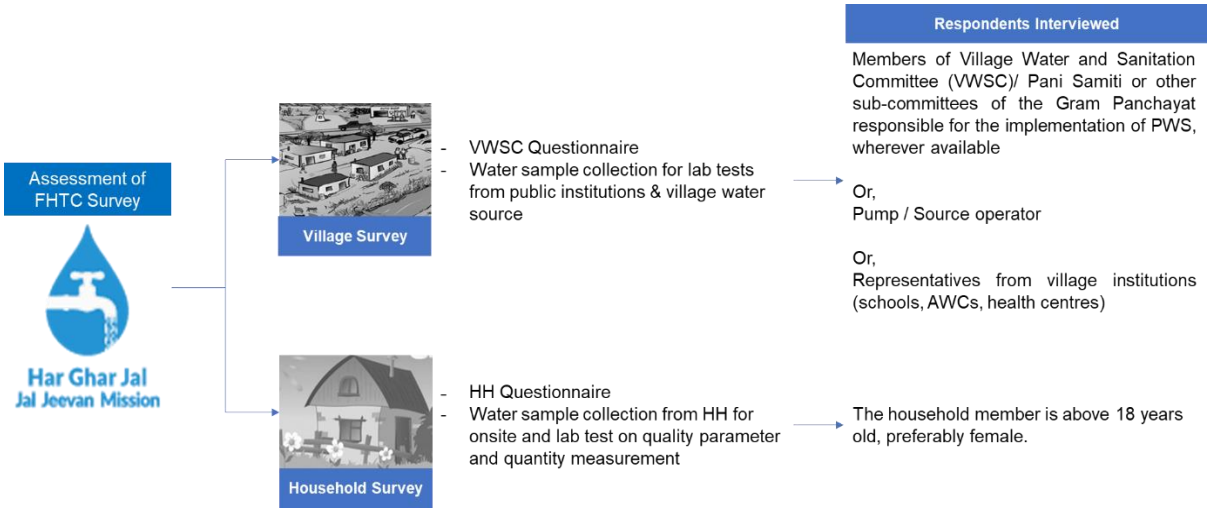
Figure 4: FHTC Assessment Objectives



2.3. Assessment Methodology

A cross-section research design has been used for this functionality assessment study. Quantitative data were collected from villages and households across all states/UTs using the CAPI (Computer Assisted Personal Interviewing) mode. The survey includes two components, village, and household.

Figure 5: Survey Components & Respondents



2.4. Sample Size

The sample size was calculated to provide estimates with a 95% confidence interval (CI) and 5% margin of error (MoE) after incorporating the correction factor for a finite population considering the total number of geographic units having FHTCs.

- Village sample is estimated to be representative at the state level

- HH sample estimated to be representative at the district level
- Number of Har Ghar Jal (HGJ) villages were proportionately sampled at the district level
- All PWS schemes (up to 4) were covered per village. Per scheme approximately 9 (3 each from the head, middle, and tail HHs) or 18 households (6 each from head, middle, and tail HHs) were sampled to achieve the desired sample at the district level.

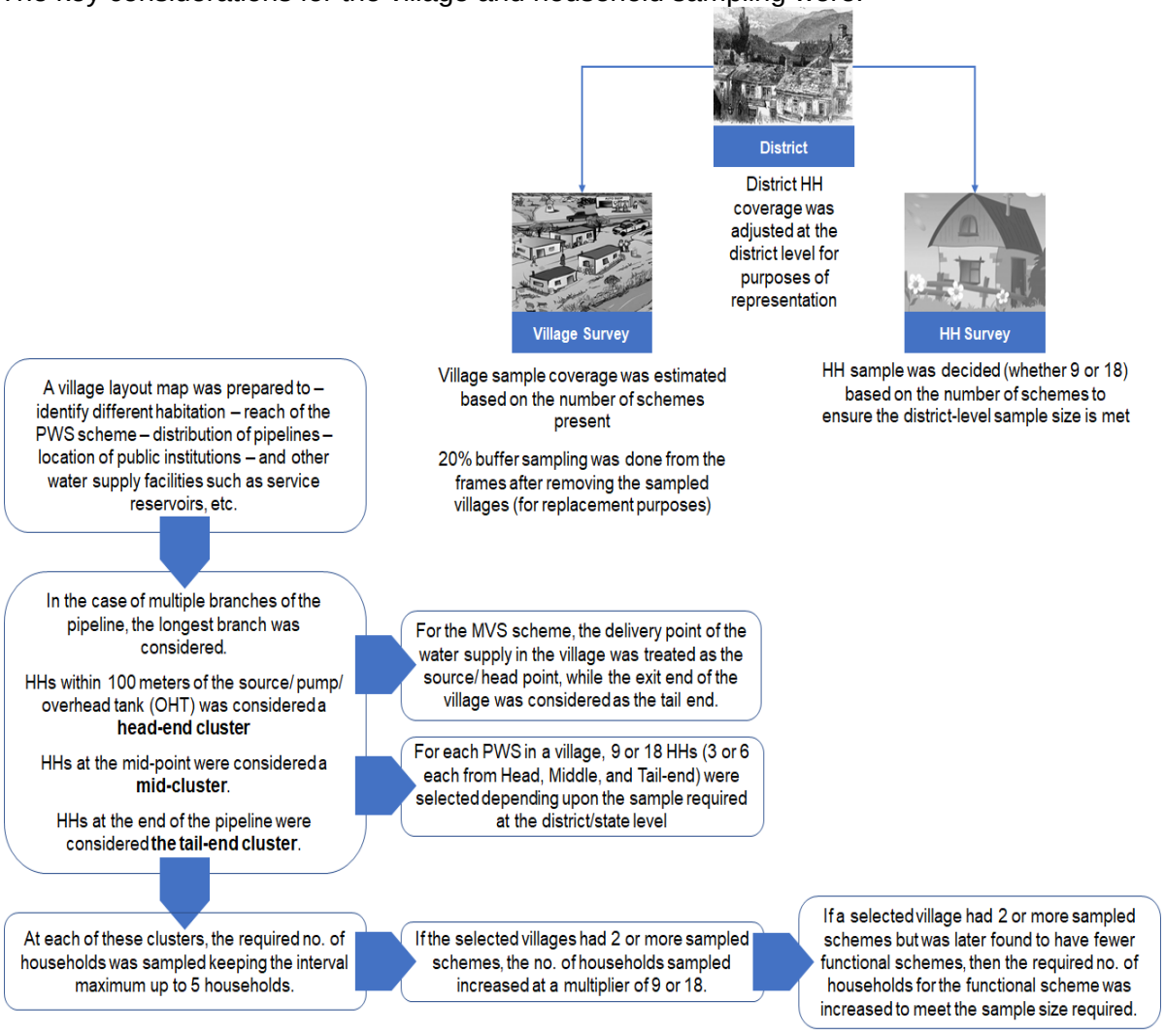
2.5. Sampling Methodology

As per the design, all villages having a PWS scheme with 20 or more functional household tap connections were included in the sample frame. The probability proportionate to size (PPS) method was used for village selection in each district. The steps for random selection of villages using PPS are presented below:

Figure 6: Steps for Random Sampling of Villages

Figure 7: Household Selection

The key considerations for the village and household sampling were:

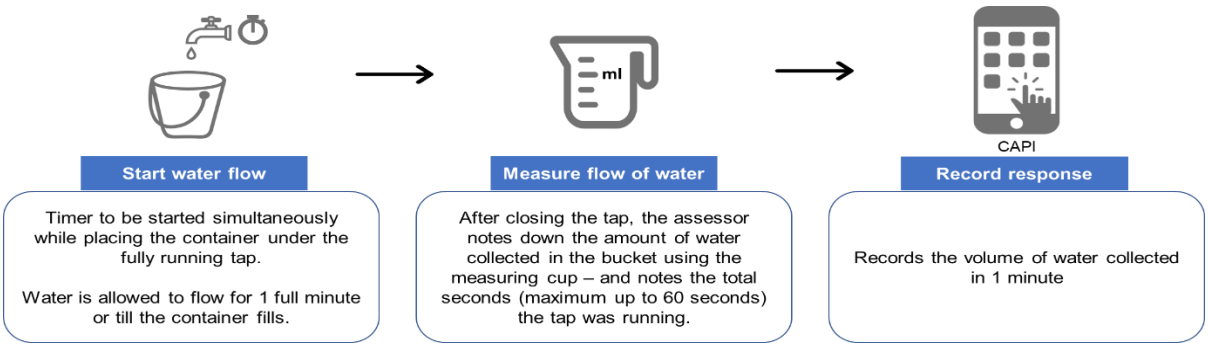


The record of all district-wise village replacements is maintained and reported as part of the annexure.

2.6. Methodology for Water Quantity Measurement at Households

The flow rate of the water supply was measured using a container with gradual markings (either 5 litres or 1 litre, based on the flow of the tap) and a stopwatch/timer-watch. The process followed is as described in Figure 6.

Figure 8: Steps for Measuring Flowrate from Supply-tap at HHs



In the case of households where the FHTC is connected directly with the storage tank, the following steps were adopted to measure the quantity:

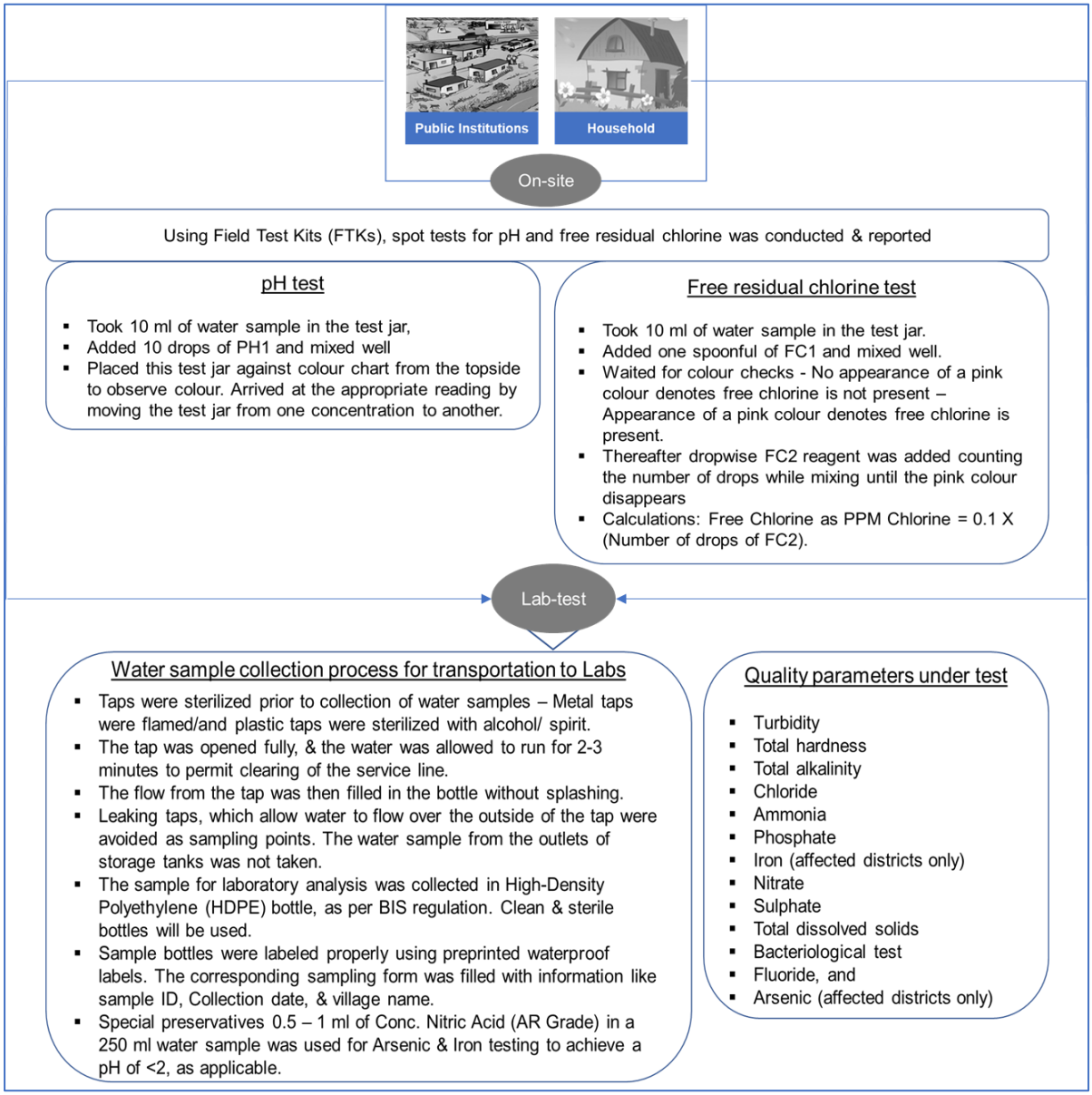
- Assessor first asked and recorded length, breadth, and height.
- Assessor dipped a 5 feet long rod, marked the level of the water table, and calculated the volume – length x breadth x-height of water.
- Next the assessor opened the valve of the connection and allowed the water to flow inside the storage for 10 minutes.
- After 10 mins, the valve was closed, and the assessor again dipped the rod and recorded the new height of the water inside the tank. Based on this new 'height' and the CAPI calculated the changed volume.
- The difference in the volume of water in 10 minutes divided by 10 provided the flow rate of the water supply per minute.

The water flow rate was not measured for village-level public institutions.

2.7. Methodology for Water Quality Measurement

Water quality was tested for all public institutions available in the villages, including schools, AWCs, gram panchayat buildings, public health facilities, and wellness centers, and at the selected households. Two types of quality tests were carried out – a) spot test for pH and free residual chlorine, and b) water sample was collected and transported to labs for testing against 13 quality parameters (total 15) as specified in Figure 7.

Figure 9: On-site & Laboratory-Based Quality Test

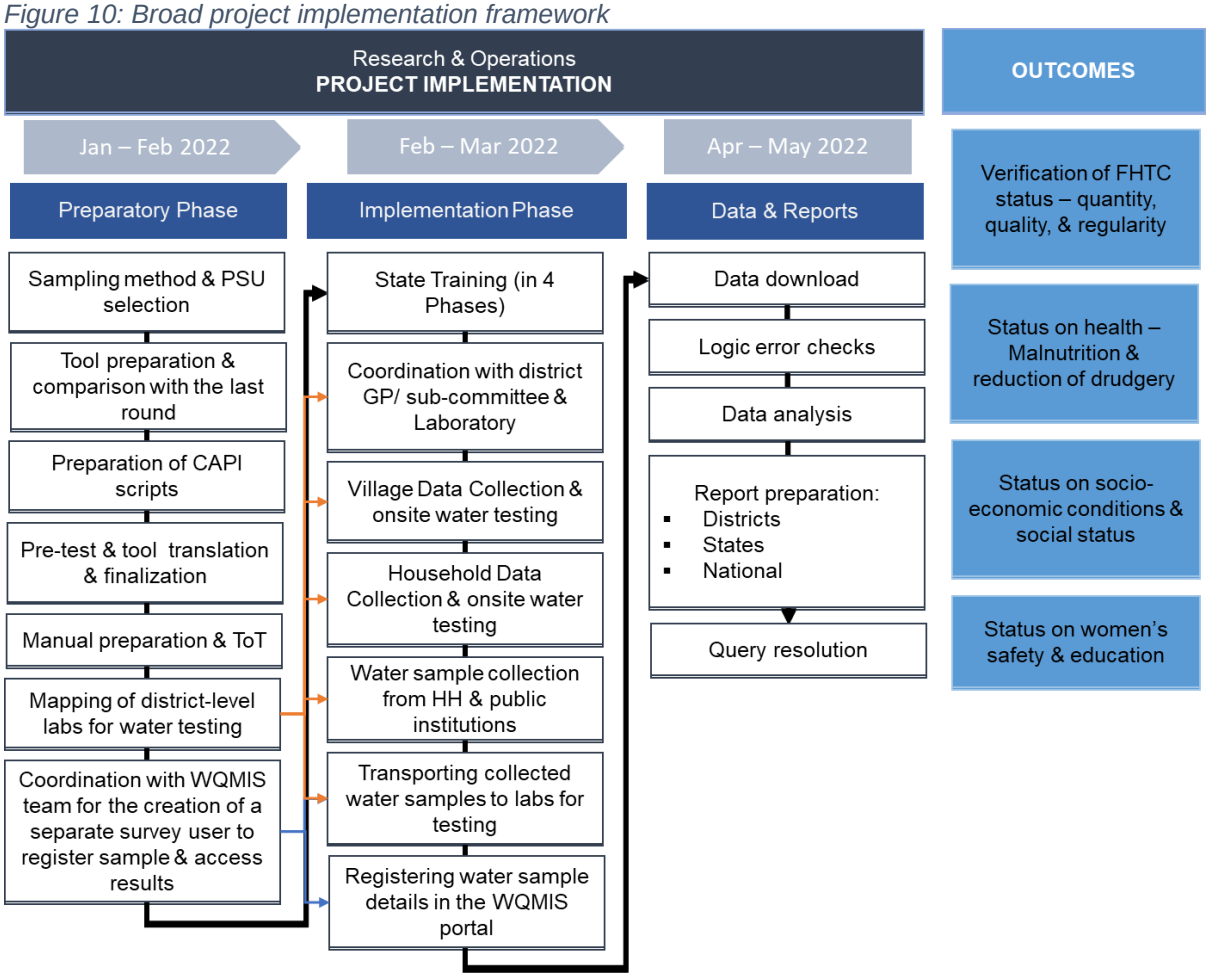


JJM, with the support of the BMI Division of ICMR, enabled a new interface on the WQMIS portal for “Functionality Assessment (FA) User” to enable seamless harmonization of water sample registration, and sample submission for testing, and sharing of results as per the applicable quality parameters.

2.8. Project Implementation

An overview of the project implementation is as presented:

Figure 10: Broad project implementation framework



A total of 8 teams (comprising 8 supervisors, 48 assessors, and 8 water collection assistants) were recruited, trained, and deployed to complete the survey across the states of West Bengal. One survey team covered approximately 2 – 3 districts. The state-wise team deployment and fieldwork dates were as presented:

Table No. 1: Team deployment and data collection start & end dates

States	Teams deployed	Start date	End date	Total data collection days
West Bengal	8 Teams	11th February	31st March	48 Days

A four-tier quality control (QC) system was put in place. At the ground level, the data collection exercise was done using a computer-aided Personal Interview (CAPI) application which contained all logic and skip-checks inbuilt. Also, 5% of the total samples were accompanied by the supervisors. Sub-targeted QC was done by the state field managers (5%) and the central project management team (5%). Apart from this, the central research team monitored the data trend and as per requirement debriefed data collection teams to improve quality.

2.9. Sample coverage

Table No. 2: Sample covered							
	Targeted sample			Achieved sample			
State	District	Village	HH	District	Village	HHs	PIs
India	**712**	**13,300**	**3,00,000**	**712**	**13,299**	**3,01,389**	**16,148**
West Bengal	**22**	**401**	**8,577**	**22**	**400**	**8,575**	**63**

2.10. Sampled village and household profile

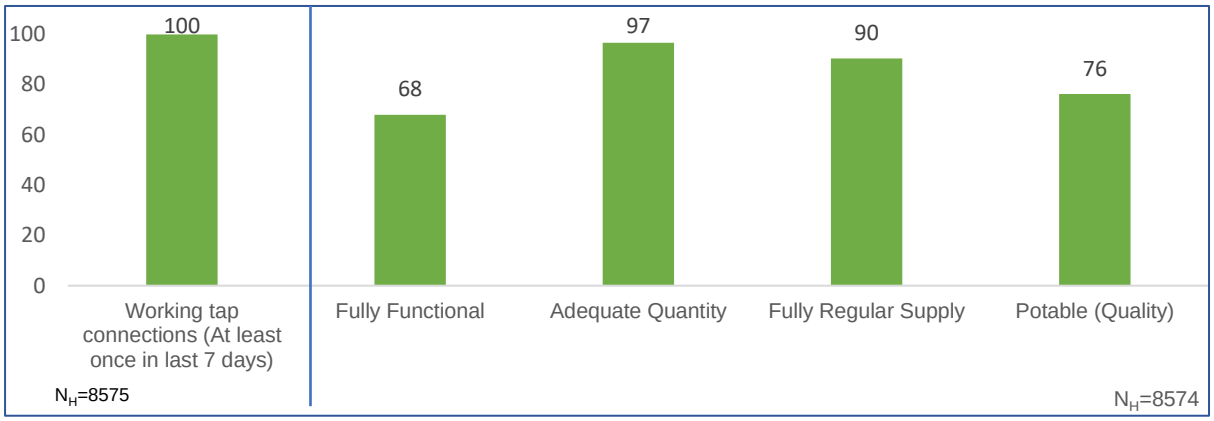
SAMPLED VILLAGES	SAMPLED HOUSEHOLDS
• Total no. of villages covered in the state – **400** • Percentage of SC dominated villages covered in the State is **29.7%** (while at national level the average is **12.6%**) • Percentage of ST dominated villages covered in the State is **11.2%** (while at national level the average is **20.2%**) • Higher proportion of **pump operator** interviewed at the village level • **1.8%** of the villages reported to have any historical incidence of water contamination	• Total no. of households covered in the state – 8576 (Respondents: Male 2468 & Female 6108) • Proportion of General – 49.0%, SC 27.1%, ST 13.5%, OBC 10.4% households • 71.2% of the FHTC connections are under the name of a female member • Average household size – 4.7 • 100% positive user experience in 5/5 measures

3. Findings

3.1. Functionality status of FHTC at household level

A. Overall Functionality* (in %)

Figure 11: Functionality of HH tap connection



** Fully Functional has been computed as = Adequate Quantity ∩ Fully Regular Supply ∩ Potable (Quality)*

Please note: Henceforth, N_H=8574 implies all HHs where water was found on the day of the survey.

It has been found that 100 percent of the sampled HHs (N=8574) had working tap connections. Moreover, more than ninety five percent of households (97 percent) received adequate (>=55 LPCD) water supply and more than 4 out of 5 received regular supply (90 percent) of water. However, emphasis on the level of potability of water emerged as an area of improvement. The on-site testing for pH and lab test results for different quality parameters of the water indicates that only about three-fourth (76 percent) of the sampled households in the state receive potable water.

Out of the 8575 HHs sampled for the FHTC assessment, water quantity and quality test was carried out in 8574 due to non-availability of water in some HHs on the day of survey.

Table No. 3: Quantity, Regularity, and Quality of FHTC at the district level (%HH)

S. No.	District	Working tap connections for 7 days preceding the survey (%HH)	Quantity >=55 LPCD (% HH)	Regularity (% HH)	Potability# (% HH)
1.	Darjeeling	100	97	85	88
2.	Kalimpong	100	61	52	12
3.	Jalpaiguri	100	100	100	17
4.	Alipurduar	100	97	96	52
5.	Coochbehar	100	100	99	69
6.	Uttar Dinajpur	100	99	98	66
7.	Dakshin Dinajpur	100	99	90	74
8.	Maldah	100	96	90	87
9.	Murshidabad	100	100	96	99
10.	Birbhum	100	100	94	88
11.	Paschim Bardhaman	100	98	98	99
12.	Purba Bardhaman	100	100	93	100
13.	Nadia	100	98	93	100

Table No. 3: Quantity, Regularity, and Quality of FHTC at the district level (%HH)					
S. No.	**District**	**Working tap connections for 7 days preceding the survey (%HH)**	**Quantity >=55 LPCD (% HH)**	**Regularity (% HH)**	**Potability# (% HH)**
14.	North 24 Paraganas	100	99	92	98
15.	Hooghly	100	100	72	76
16.	Bankura	100	94	78	83
17.	Purulia	100	92	94	90
18.	Jhargram	100	100	94	68
19.	Paschim Medinipur	100	99	95	99
20.	Purba Medinipur	100	98	93	94
21.	Howrah	100	98	98	81
22.	South 24 Paraganas	100	97	87	28
23.	**WEST BENGAL**	**100**	**97**	**90**	**76**
# Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical, and bacteriological as given in Table 4 parameters (within acceptable/ permissible range) and onsite testing of pH. The details of laboratory test are mentioned in the table given above in the glossary.					
JE-AES Affected		Aspirational Districts		Aspirational & JE-AES Affected	

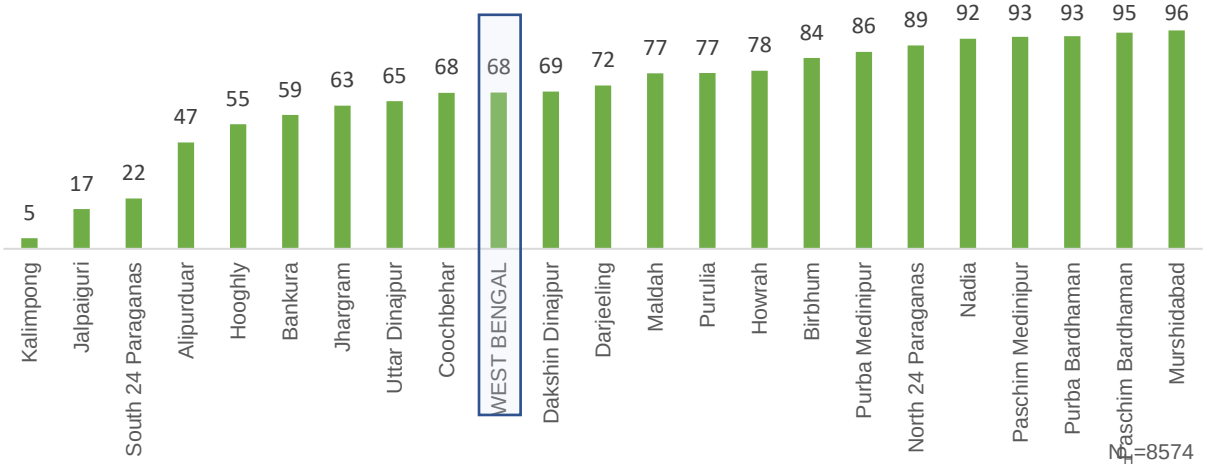
District level comparison across the districts indicate that all districts provided tap connections with 100% functionality. All the districts except the districts of Bankura, Purulia, and Kalimpong FHTC provide more than 55 LPCD of water in less than 95 percent HHs.

Less than 60 percent HHs in the district of Kalimpong (52%) reported to regularly receive water through FHTC.

Potability of water was found to be less than 30 percent in the districts of Kalimpong, Jalpaiguri, and South 24 Parganas.

B. District wise functionality status

Figure 12: District wise Functionality of HH tap connection



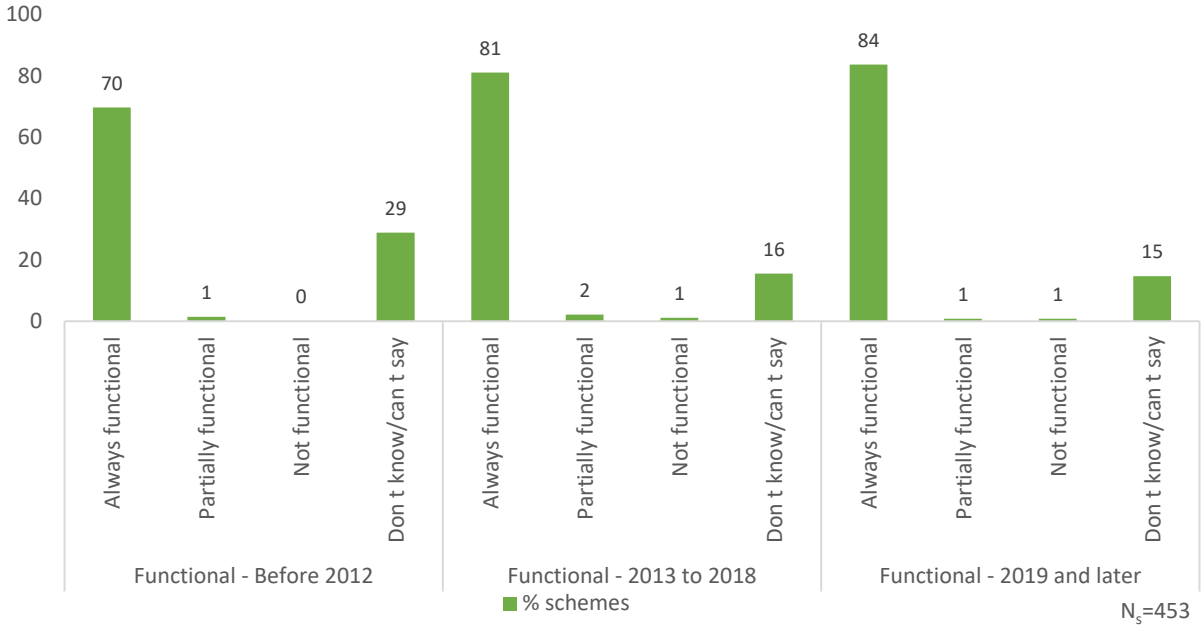
** 'Functionality' has been computed as the intersection of Adequate Quantity, Fully Regular Supply and Potable (Quality) for households wherein water supply was available at the time of survey, i.e., 8574 HHs.*

68 percent HHs in the state were found to have functional HH tap water connection. Murshidabad district reported 96 percent functional households in the state, followed by Paschim Bardhaman, Purba Bardhaman, Paschim Medinipur, and Nadia with more than 90

percent functionality. In the district of Kalimpong, 5% of the households have functional HH tap water connection highlighting scope for improved service delivery.

C. Age vs functionality of schemes in the villages

Figure 13: Age vs functionality of schemes in the villages



About 7 out 10 schemes are functional since 2012 which reflects a 11-point increase in till 2018 and 3-point increase in 2019 and later.

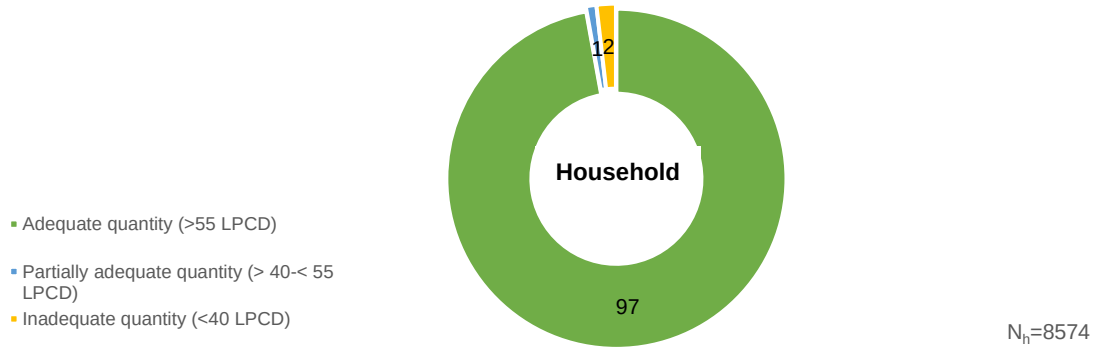
3.2. Quantity, Regularity, and Quality of Water

Under JJM, functionality is defined as having infrastructure, i.e., household tap connection providing water in adequate quantity (55 LPCD or more) of prescribed quality on regular basis (every day or as decided by GP and/ or its sub-committee) with adequate pressure. It also includes long-term source and system sustainability. For the purposes of this survey, the quality parameters are defined and measured on a set of 15 indicators (of which 2 indicators are tested on-site and for 13 indicators water samples have been sent to the laboratories), as mentioned in the glossary section.

A. Water quantity measured as LPCD (Litres per Capita per Day)

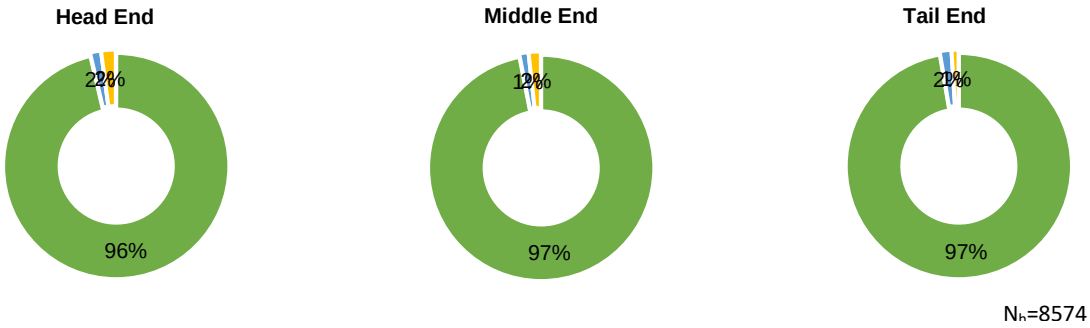
97% HHs reported receiving more than 55 LPCD of water.

Figure 14: Quantity of water received by households



Quantity of water received across head, mid, and tail end HHs

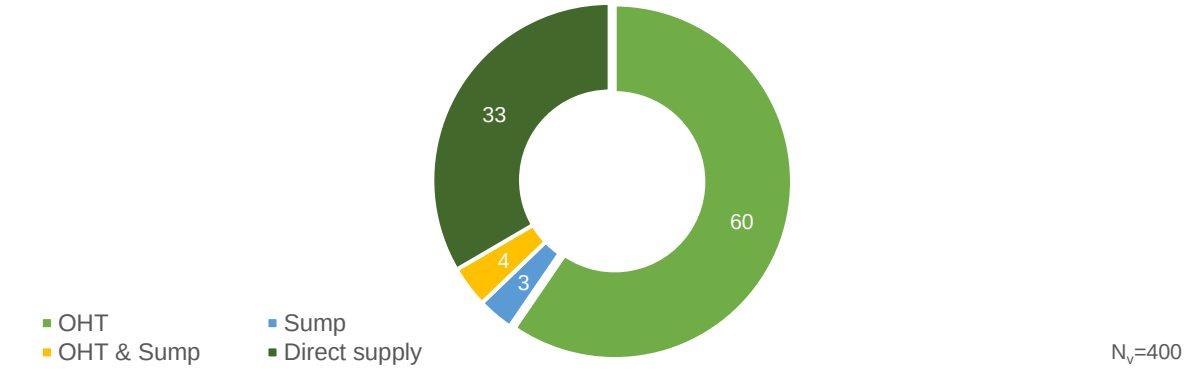
Figure 15: Quantity of water received across head, middle and tail end households



The quantity of water received across the head, middle, and the tail end was observed to have increased, and about 97 percent of the sampled households received water in adequate quantity, i.e., greater than or equal to 55 LPCD.

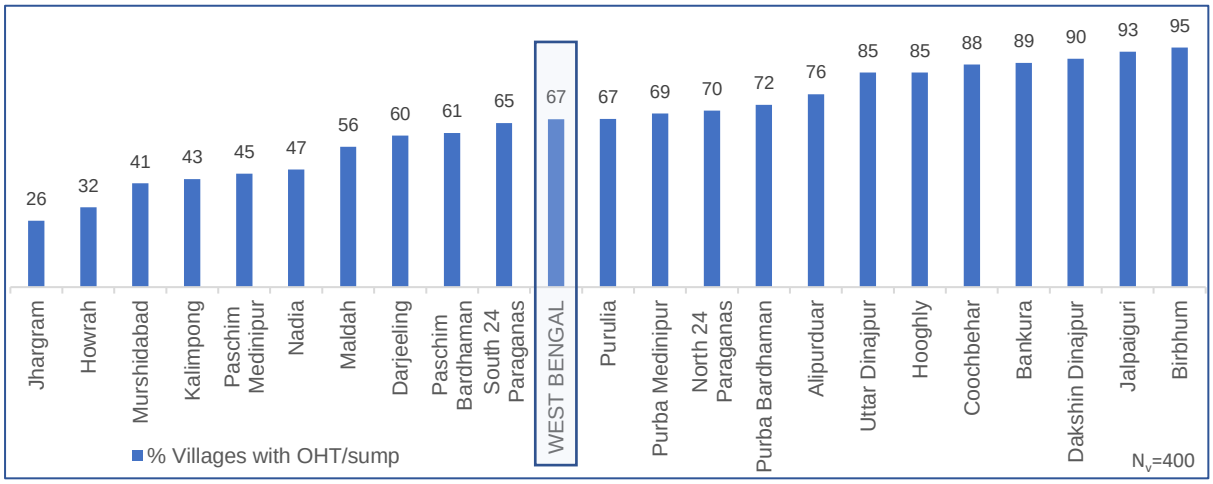
Types of water storage arrangements at village level (in %)

Figure 16: Pipe water supply storage available in village



About one-third (33 percent) of the respondents in the state reported water being directly supplied. And in 67 percent reported water being stored in sump and overhead tanks.

Figure 17: District wise water storage arrangements at village level (% villages with OHT/ Sump)

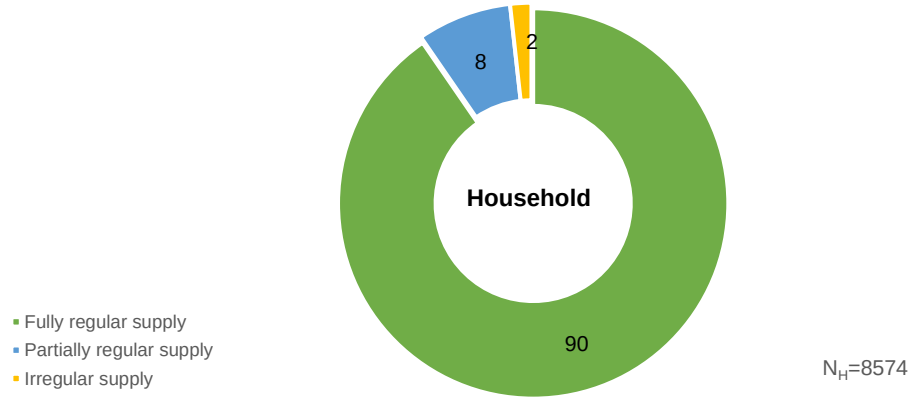


67 percent villages in the state have either an OHT or a sump for storing water for supplying to the households. Birbhum is the district where 95 percent the villages have either an OHT or a sump, followed Jalpaiguri where more than 90 percent of the villages have facilities to store water for supplying to the households.

B. Regularity of water supply to households

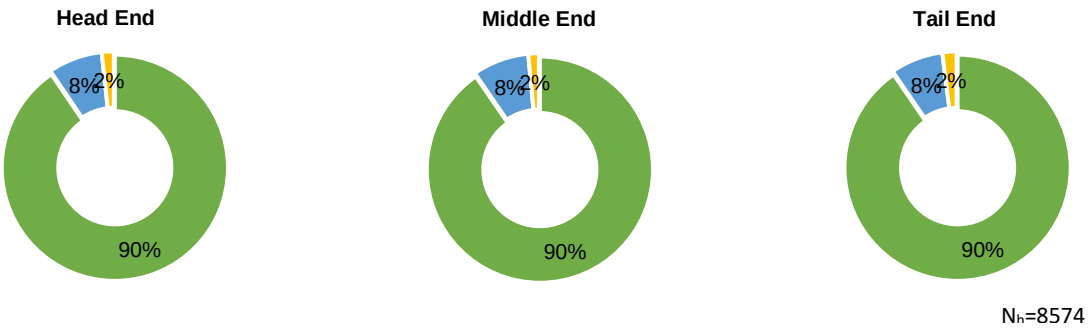
90% HHs receive a regular supply of water (as per agreed schedule)

Figure 18: Regularity of water received by households



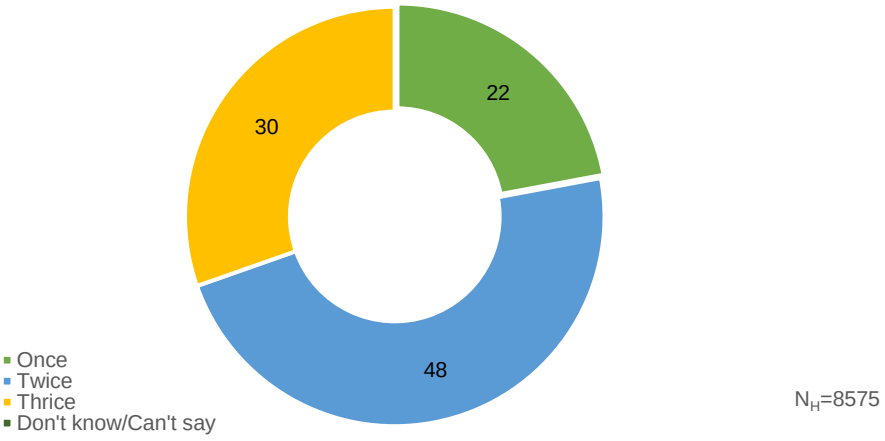
Regularity of water received across head, mid, and tail end

Figure 19: Regularity of water received across head, middle and tail end households



Water is regularly available at the same pace at the head-end households of the PWS in comparison to the tail end.

Figure 20: Average no. of times water is supplied in a day



HHs in **48 percent of districts** receive water 2 times a day. The average duration of water supply across the state was reported to be **3 hours per day.**

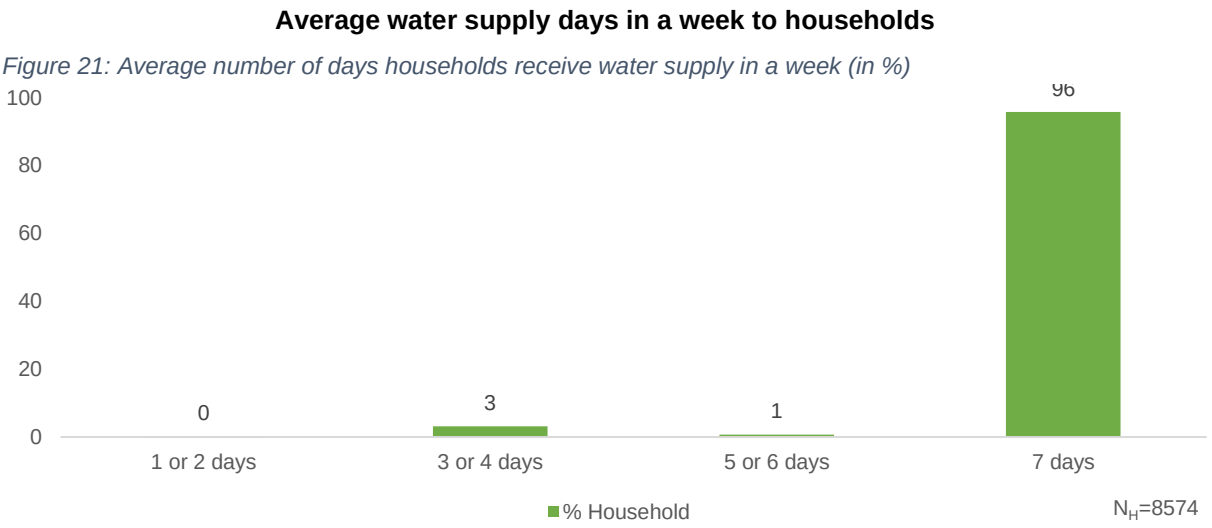
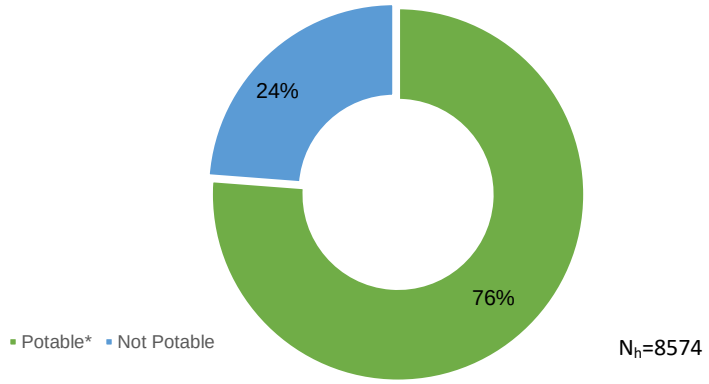


Figure 21: Average number of days households receive water supply in a week (in %)

C. Water quality – Potability

Figure 22: Potable water received by households



**Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical and bacteriological as given in Table 4 parameters (within acceptable/ permissible range) and onsite testing of pH. The details of laboratory test are mentioned in the table given above in the glossary.*

Among the sampled households in West Bengal where water was found on the day of the survey, the potability of water was found to be 76%.

Table No. 4: Household water quality parameters reported within permissible range (in % sample within permissible range)

The number of water samples submitted to the laboratory for the calculation of the different parameters was the same as mentioned in the rest of the report (sample size for HH water submitted to labs=8575). However, the below data are presented based on the results received from the laboratories and the respective base sizes are mentioned for each of the parameters separately.

Quality Parameters	No of water samples tested	% Samples within permissible range
pH (on-site)	8575	95
Turbidity	7290	92
Total Hardness	6990	96
Total Alkalinity	2240	100
Chloride	2991	100
Ammonia	Not Tested	
Iron	7305	93
Nitrate	Not Tested	
Sulphate	Not Tested	
Total Dissolved Solids	5137	95
Bacteriological Test (Absence)	3425	78
Fluoride	2493	100
Arsenic	1750	100

Safeguarding piped water supply for unforeseen bacteriological contamination- Presence of Residual Chlorine (RC)

The Residual Chlorine (RC) in the state of West Bengal was found in 20% samples. Also, 4% samples were having RC outside range whereas 76% samples, had no RC. 77% of water samples passed the bacteriological contamination test. While in 23% samples bacteriological contamination is found, out of which 1% samples had chlorine in permissible range while in 21% samples there was no chlorination and in 1% RC was outside range.

The Residual Chlorine in piped water supply is one of the most important preventive actions to assure quality of water against bacteriological contamination from source to consumption. The presence of residual chlorine within permissible limits is indicator of well-maintained and healthy piped water supply system.

It is advised that behavioural change communication campaigns on appropriate dosage of residual chlorine is held in all villages and monitoring system for chlorine dosing is established. The FTK must have residual chlorine testing facility for effective WQM&S.

Comment on functioning of District Lab:

The district lab tested water samples for 10 water quality parameters. 8637 water samples were submitted, and 7844 water samples were tested, and reports made available. The turnaround time for testing was more than 48 hours in most cases. Given this feedback, it can be conferred that these labs have limited scope to take up samples from the general public at large on a regular basis.

Table No. 6: Performance of Labs						
Sl. No	**District**	**Lab available**	**HH surveyed**	**Samples submitted**	**Report received**	**Overall lab experience**
1	Darjeeling	Yes	397	405	396	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However, the only concern was the lab did not accept any Samples during weekends and public holidays.
2	Kalimpong	Yes	361	364	360	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
3	Jalpaiguri	Yes	379	380	366	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However, the only concern was the lab did not accept any samples during weekends and public holidays.
4	Alipurduar	Yes	434	434	421	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
5	Coochbehar	Yes	379	379	373	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.

Table No. 6: Performance of Labs						
Sl. No	**District**	**Lab available**	**HH surveyed**	**Samples submitted**	**Report received**	**Overall lab experience**
6	Uttar Dinajpur	Yes	396	397	395	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
7	Dakshin Dinajpur	Yes	382	383	333	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
8	Maldah	Yes	414	415	397	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
9	Murshidabad	Yes	414	414	413	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However, the only concern was the lab did not accept any samples during weekends and public holidays.
10	Birbhum	Yes	396	396	394	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.

Table No. 6: Performance of Labs						
Sl. No	**District**	**Lab available**	**HH surveyed**	**Samples submitted**	**Report received**	**Overall lab experience**
11	Paschim Bardhaman	Yes	360	362	360	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
12	Purba Bardhaman	Yes	397	397	392	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
13	Nadia	Yes	387	388	29	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
14	North 24 Paraganas	Yes	432	436	323	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
15	Hooghly	Yes	374	383	352	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.

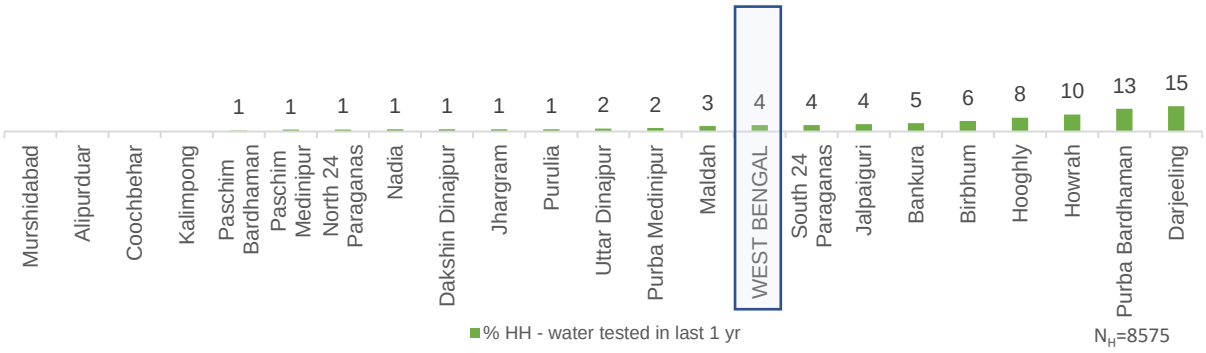
Table No. 6: Performance of Labs						
Sl. No	**District**	**Lab available**	**HH surveyed**	**Samples submitted**	**Report received**	**Overall lab experience**
16	Bankura	Yes	399	399	385	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
17	Purulia	Yes	378	378	364	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
18	Jhargram	Yes subdivisional lab	381	382	357	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
19	Paschim Medinipur	Yes	380	381	334	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
20	Purba Medinipur	Yes	379	384	370	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.

Table No. 6: Performance of Labs						
Sl. No	**District**	**Lab available**	**HH surveyed**	**Samples submitted**	**Report received**	**Overall lab experience**
21	Howrah	Yes	378	391	364	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.
22	South 24 Paraganas	Yes	378	389	366	The labs did not have any issue with testing the number of water samples submitted nor had any issues with human resources, reagents, etc. However the only concern was the lab did not accept any samples during weekends and public holidays.

Households reported that their HH tap-water was collected and tested in the last one year

4 percent of HHs reported that their HH tap-water was collected and tested in the last one year.

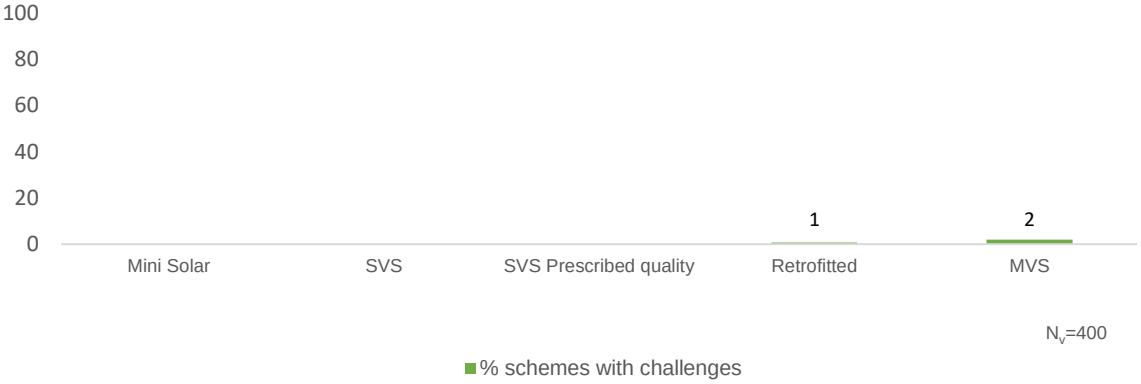
Figure 23: Households where tap water was tested in the last one year



3.3. Operation and Maintenance (O&M) of schemes at village level

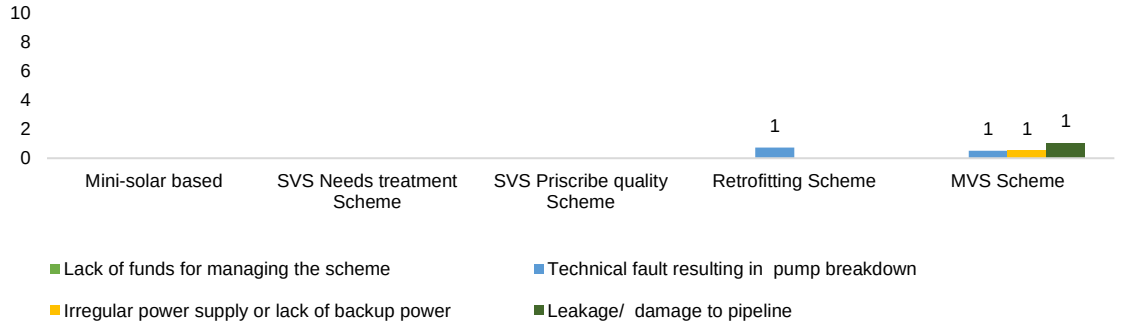
The MVS scheme faced the most challenges (2%) in comparison to the other schemes in the state.

Figure 24: Schemes reported to have faced challenge in village



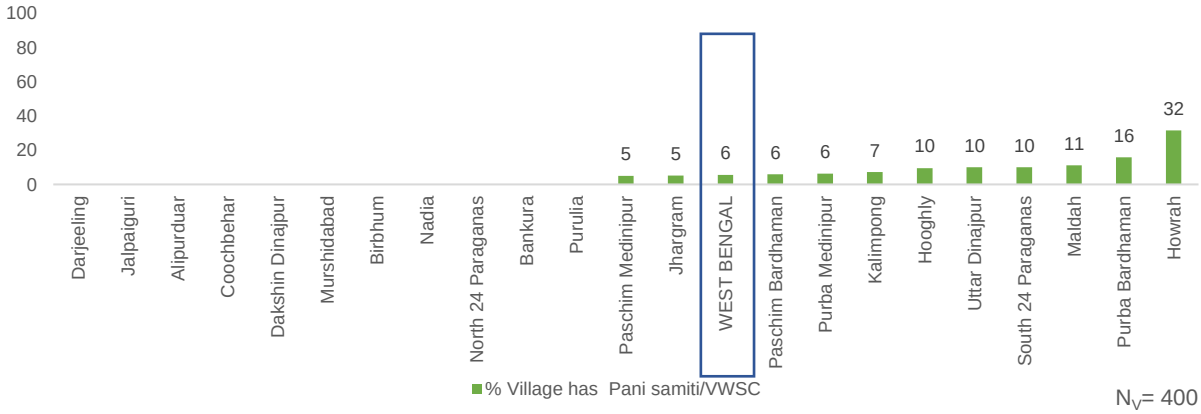
Type of challenge faced by the schemes

Figure 25: Type of challenge faced by the schemes



A. Presence of VWSC/Pani Samiti

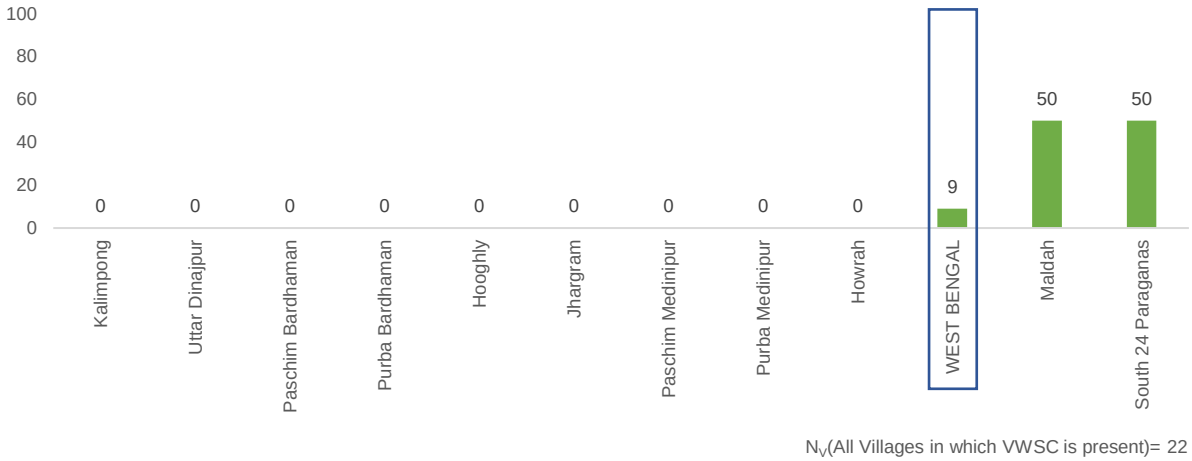
Figure 26: Villages where VWSC/ Pani Samiti is present



6 percent of villages in the state reported to have a VWSC or a Pani Samiti.

B. VWSC/Pani Samiti with more than 50 percent female members

Figure 27: VWSC/ Pani Samiti with more than 50 percent female members

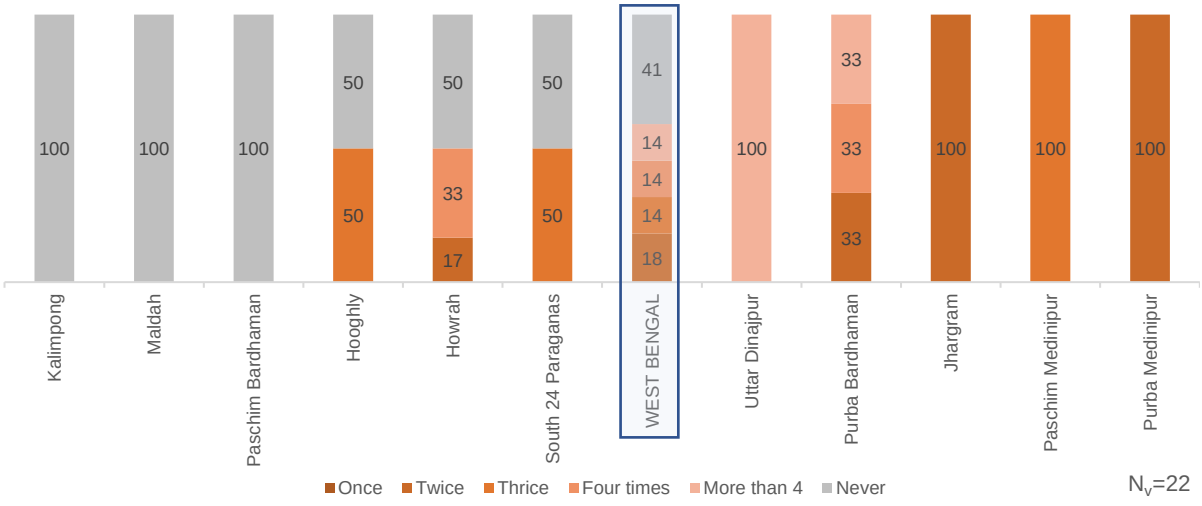


N_V(All Villages in which VWSC is present)= 22

About 9 percent of the VWSC/Pani Samitis in West Bengal were having more than 50 percent female members.

C. VWSC Meetings in last one year

Figure 28: VWSC meetings held in last one year



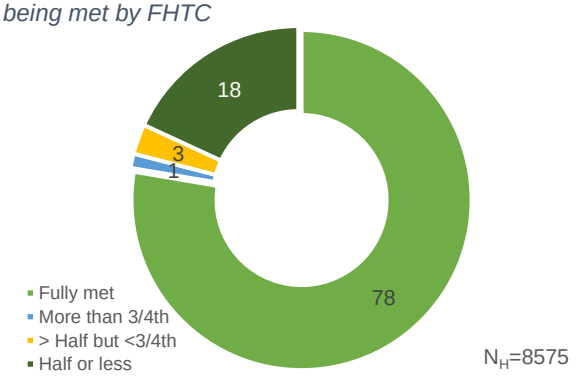
N_V=22

Across the villages in the state, that reported to have VWSC/Pani Samitis (22 villages), no meetings in last one year was reported the most (41 percent).

3.4. Utilization of water at HHs for drinking and other activities

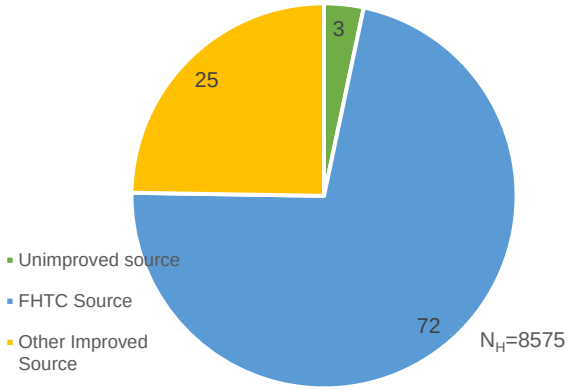
78% of HHs reported that their daily requirement of water was being met by HH tap connections

Figure 29: Daily household's requirement of water being met by FHTC



72% HHs reported HH tap connections as their primary source of drinking water

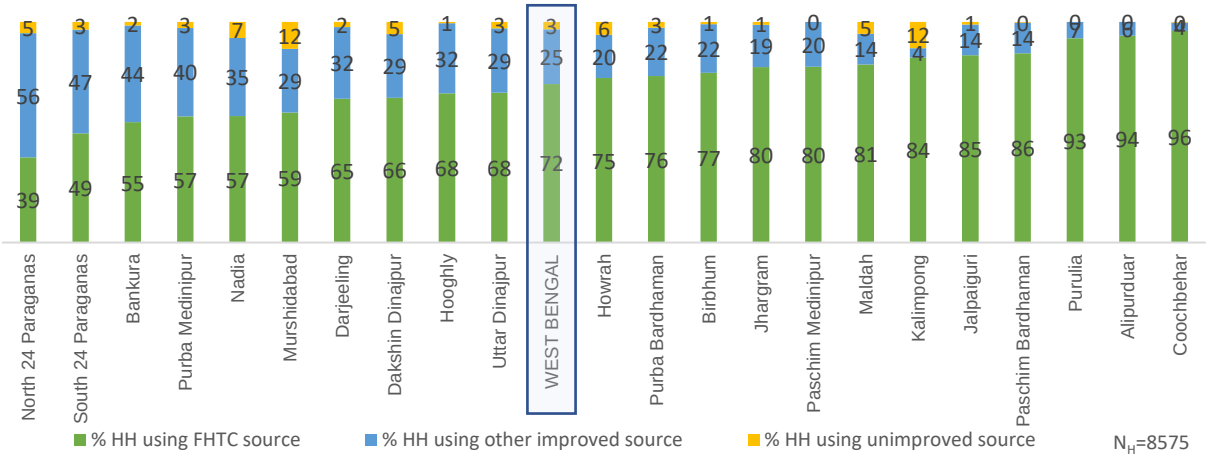
Figure 30: Households reported FHTC as primary source of drinking water



About 4 out of 5 (78 percent) HHs reported their daily requirement of water being fully met by the HH tap connections. And 72 percent HHs reported used household tap connection for drinking water (primary source). About 25 percent of the HHs even though have reported household tap connections to fully meet their requirements, were not found using the same for drinking purposes.

Overall, **97 percent of HHs** reported using improved primary source of drinking water, out of which **72 percent of HHs** reported HH tap water as their primary source.

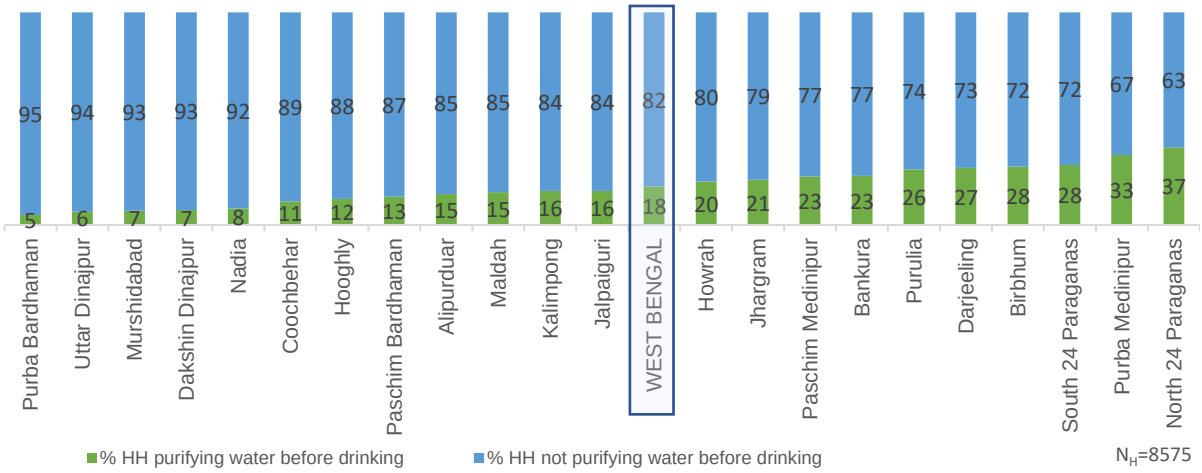
Figure 301: District wise distribution of household's reported FHTC as primary source of drinking water



A. Households who practice purifying of water before drinking

Practice of purifying water before drinking was reported the most in North 24 Paraganas (37 percent) where 39 percent HHs reported using HH tap water as primary drinking water source, while the least was reported in Purba Bardhaman (5 percent) where 76 percent HHs reported using HH tap water as a primary drinking water source.

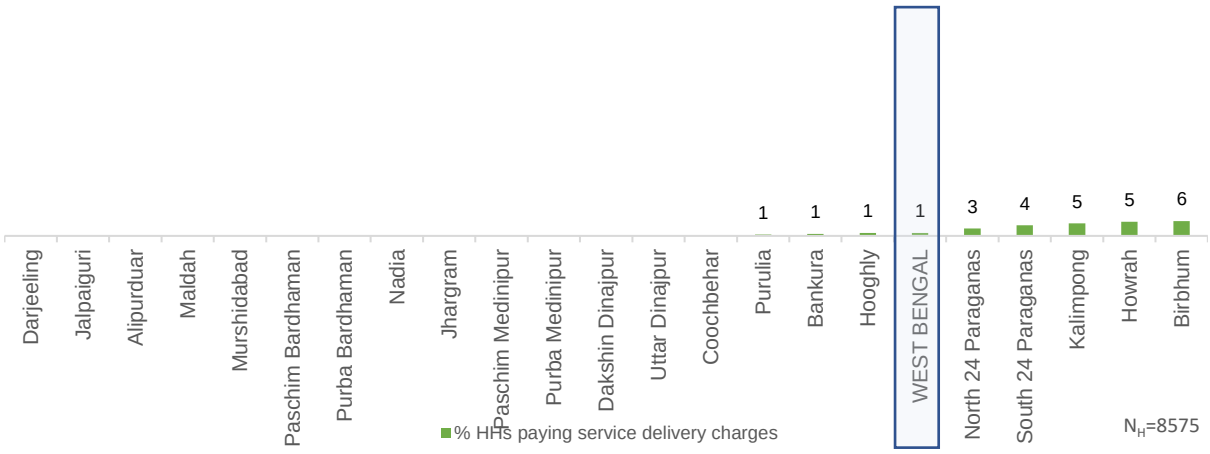
Figure 32: Households who practice of purifying water before drinking



B. Households paying water service delivery charges

In West Bengal, around 1% of the sampled households were found to be paying service delivery charges, South 24 Parganas being the district with the highest percentage of such households (4%).

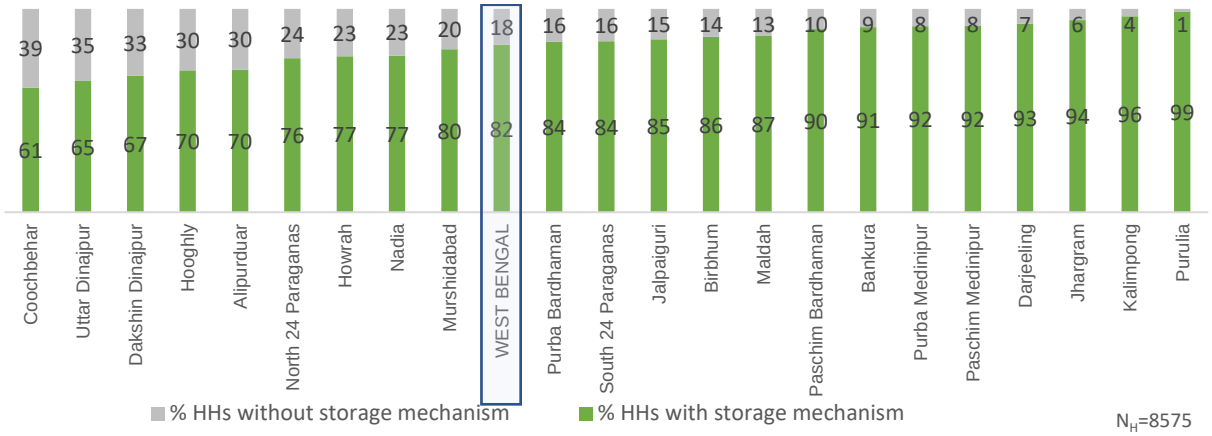
Figure 33: Households paying water service delivery charges



C. Storage mechanism used by households

Overall, 82% of the households in West Bengal were reported to have storage mechanisms, Purulia being the district with the highest number.

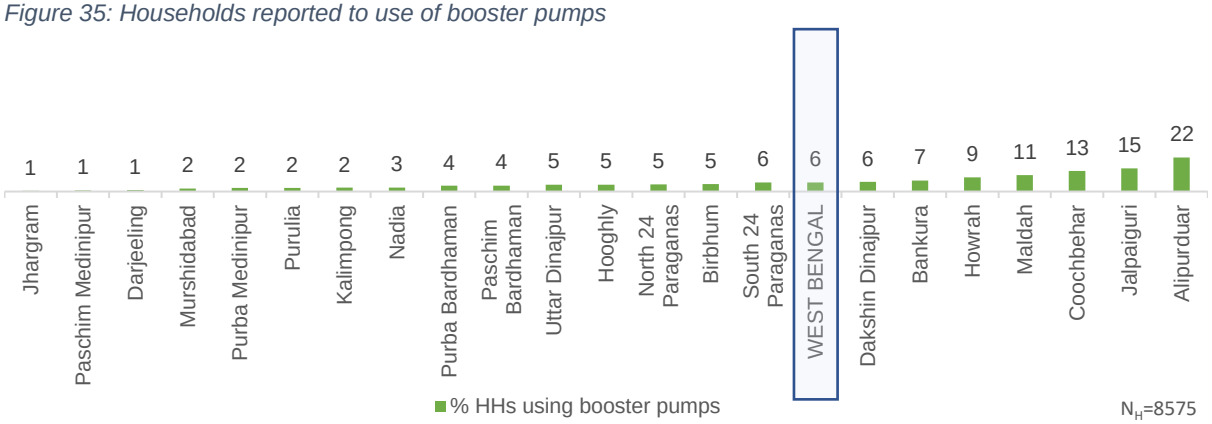
Figure 34: Households reported using some storage mechanism



D. Households using booster pumps

Overall, **6 percent HHs** reported using booster pumps to maximize the water flow through their piped water connections. Alipurduar and Jalpaiguri reported 22 percent and 15 percent, of HHs, respectively, using booster pump in the state while Jhargram, Paschim Medinipur, and Darjeeling reported only 1 percent.

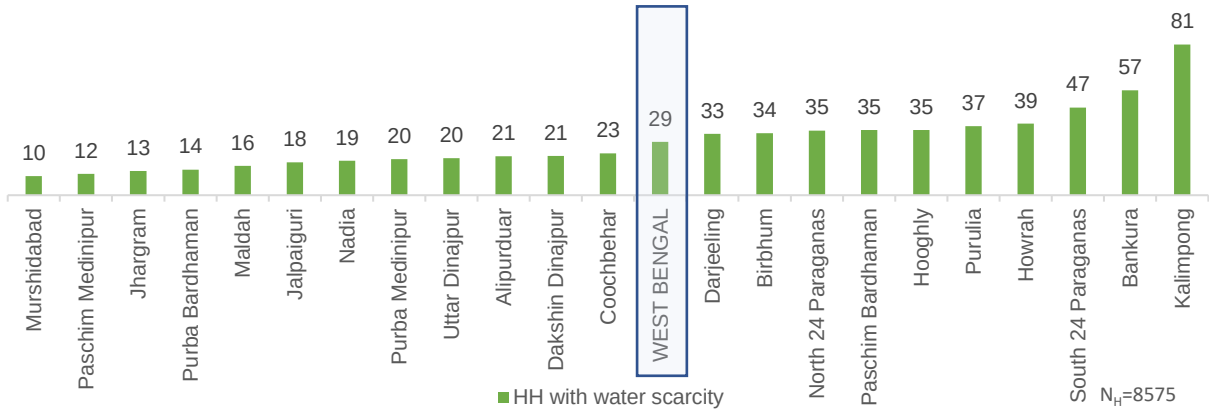
Figure 35: Households reported to use of booster pumps



E. Households who faced shortage of water

In the state, **29 percent HHs** faced shortage of water during any time of the year, while **27 percent HHs** reported having some mechanism to cope with scarcity of water.

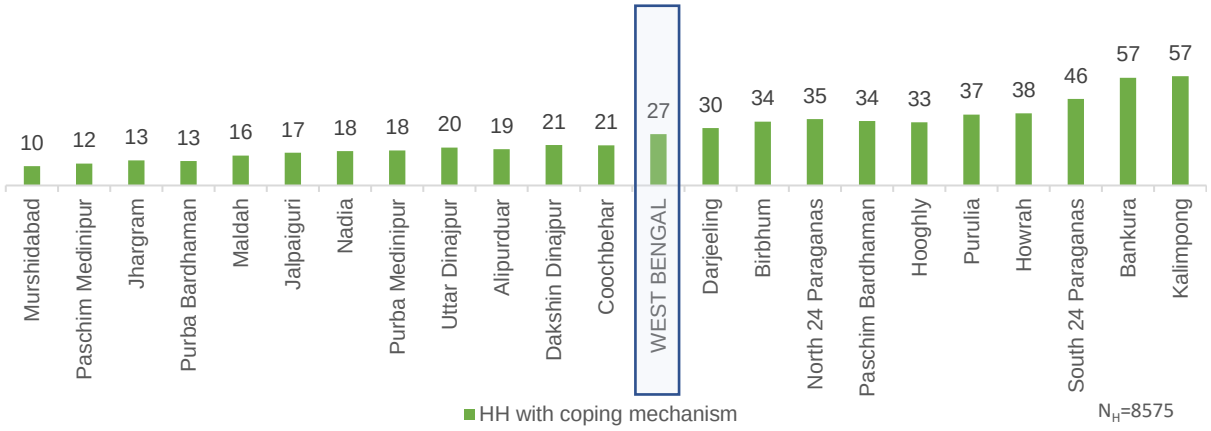
Figure 36: Households who faced water scarcity



F. Household with a mechanism to cope water scarcity

27% HHs reported having some mechanism to cope with scarcity of water.

Figure 37: Households reported to have some mechanism to cope with scarcity of water

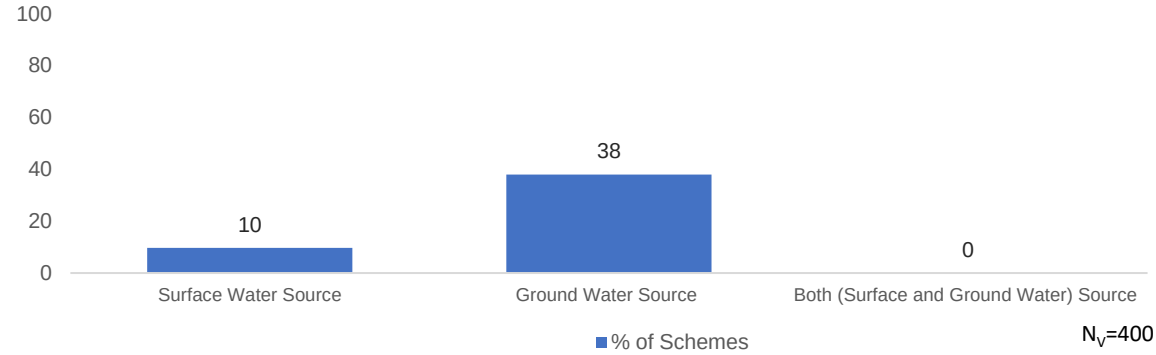


3.5. Source sustainability at the village level

Schemes based on surface and ground water

10% of schemes reported to be based on surface water source while 38% of schemes reported to be based of ground water sources

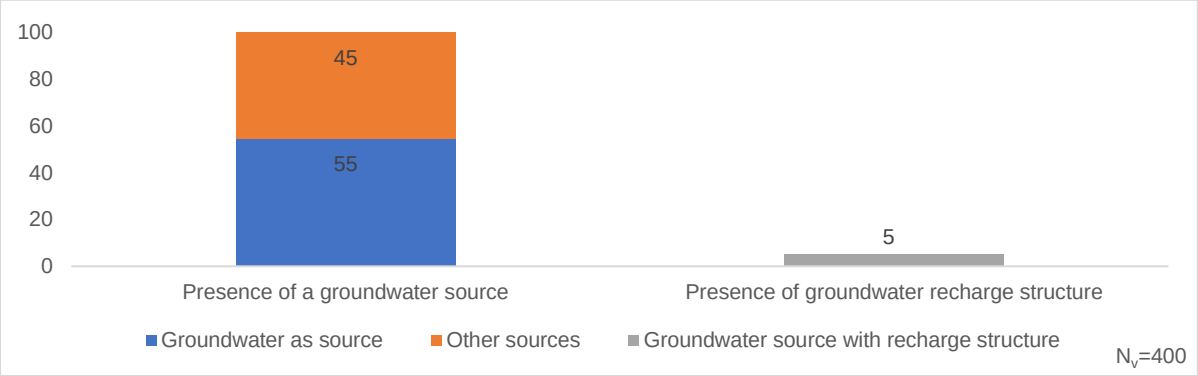
Figure 38: Schemes based on water source in village



**'Surface Water Source' is Stream, Spring, Glacier, River, lake, pond etc. and Groundwater Source is open well, borewell, tube well, handpump, spring, etc.*

Villages reported having presence of a groundwater source

Figure 39: Villages reported the presence of groundwater sources and among those how many reported to have a recharge structure

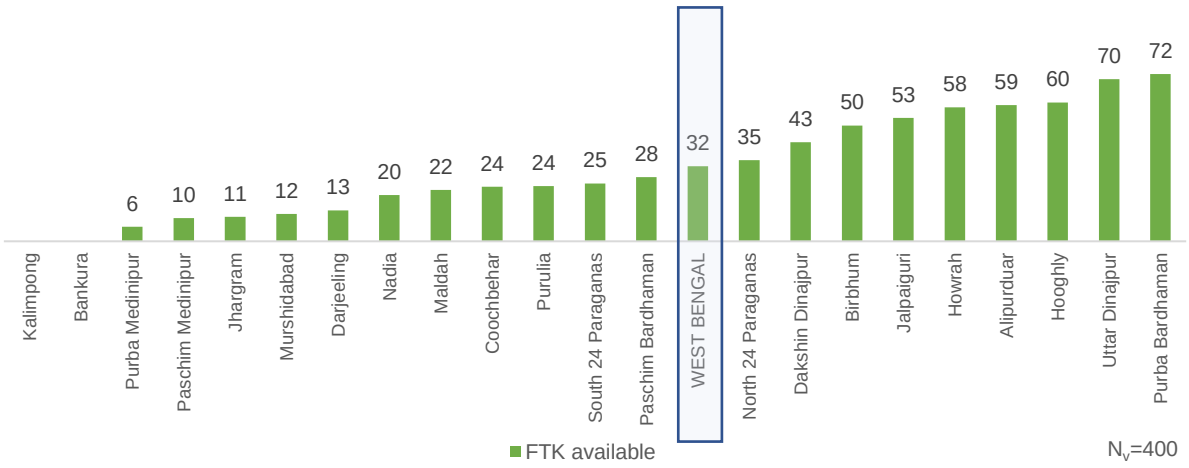


In the state, **55 percent villages** reported the presence of groundwater sources like improved dug wells and borewells. Out of which, 5 percent of villages reported (i.e., 21 villages) reported having a recharge structure.

3.6. Water quality monitoring and surveillance in the villages

A. Water quality management by VWSC: Availability of FTK with the Pani Samiti/ VWSC

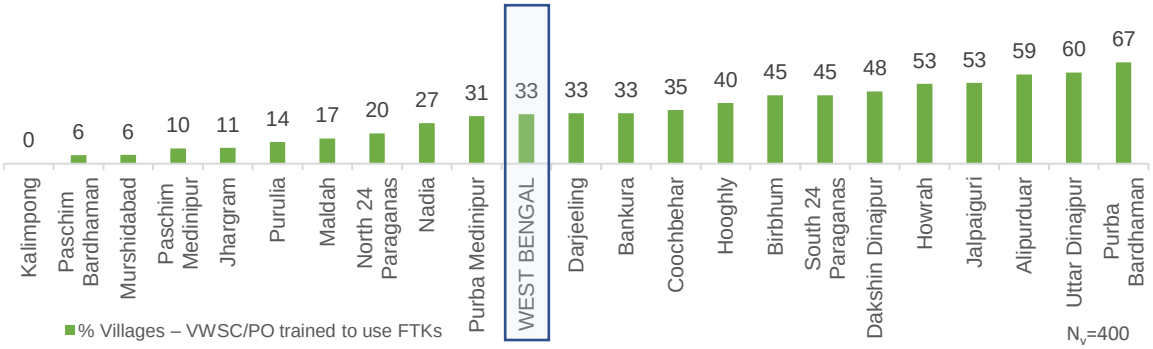
Figure 40: Availability of field test kits with VWSC/ Pani Samiti



With regards to water quality testing in the village by VWSC, 32 percent villages in the state reported having available field test kits. Purba Bardhaman reported 72 percent villages having available field test kits for water quality testing, while Kalimpong and Bankura reported none.

B. Persons trained to use field test kits

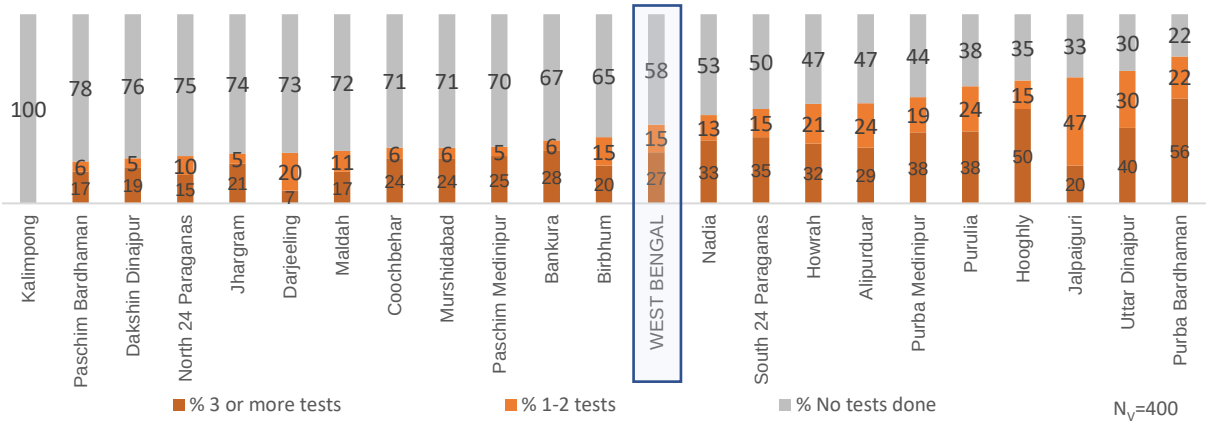
Figure 41: Persons trained to use field test kits



Overall, **33 percent of villages** in the state reported to have either VWSC/Pani Samiti or pump operator trained to use field test kits for testing the quality of water on-site. Purba Bardhaman reported 67 percent VWSC/Pani Samiti or pump operator trained to use field test kits while Kalimpong reported none.

C. Water quality management by VWSC: Frequency of testing using FTK

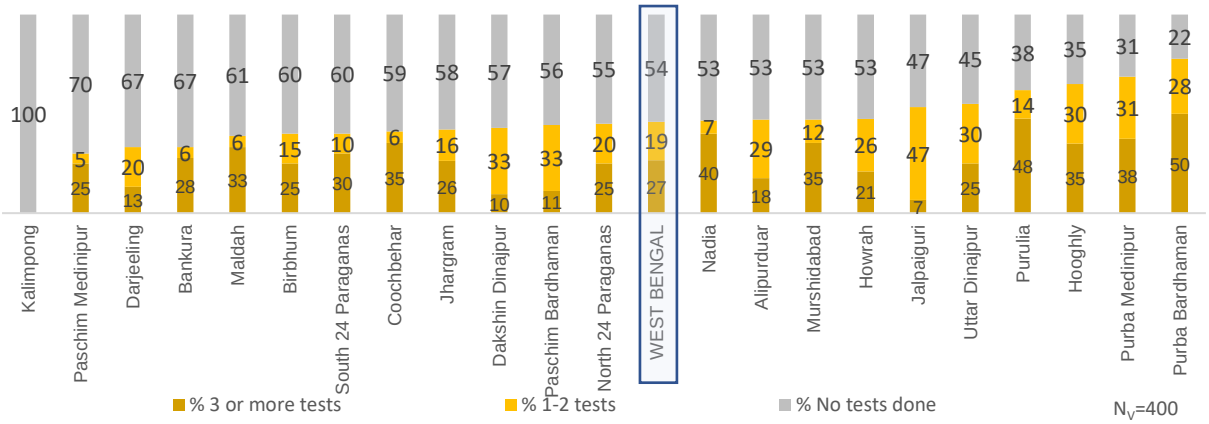
Figure 42: Frequency of testing using FTK in villages



Across the state, about one-fourth of the total sampled villages (27 percent) reported that the quality of water (at different points in the respective villages) was checked at least three times using FTKs in last one year. Among the districts, Purba Bardhaman had the highest proportion of such villages, wherein 56 percent of its villages reported using FTKs three or more times in last one year.

D. Water quality management by VWSC: Frequency of lab testing

Figure 43: Frequency of lab testing

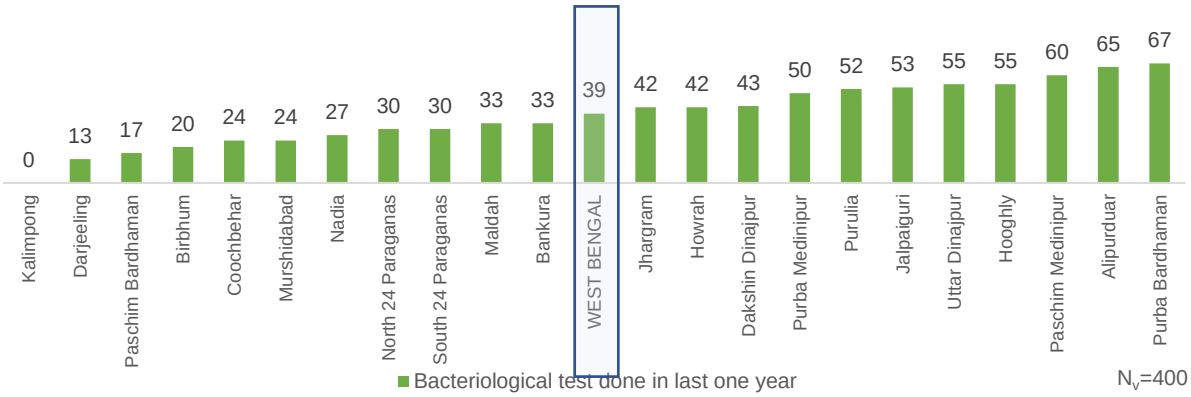


Across the state, about one-fourth of the total sampled villages (27 percent) reported that the quality of water (at different points in the respective villages) was checked at least three times through laboratories in last one year. Among the districts, Purba Bardhaman had the highest proportion of such villages, wherein 50 percent of its villages reported tests through laboratories - three or more times in last one year.

E. Water quality management by VWSC: Bacteriological test done in last one year

With regards to water quality testing in the village by VWSC, **39 percent villages** in the state reported having bacteriological test done in the last one year.

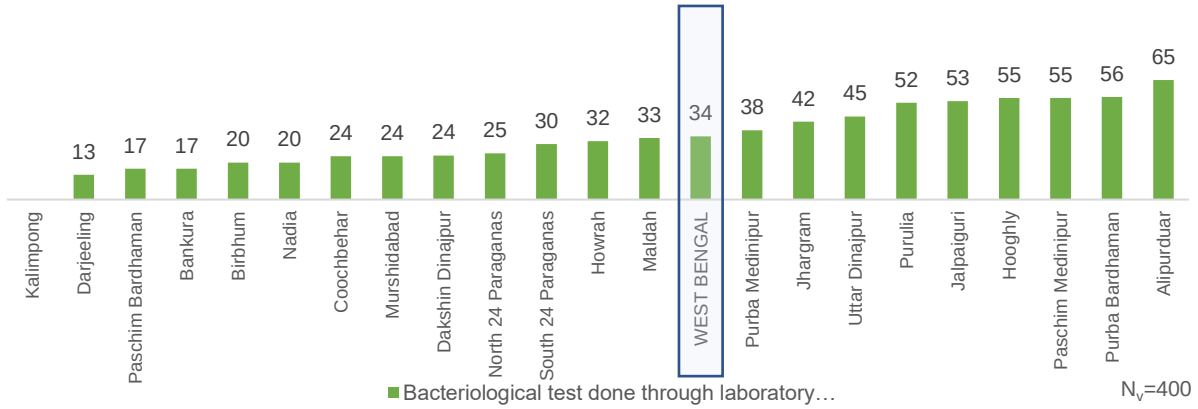
Figure 44: Percent villages in which Bacteriological test was done in the last one year



F. Water quality management by VWSC: Bacteriological test done through laboratory testing in the last one year

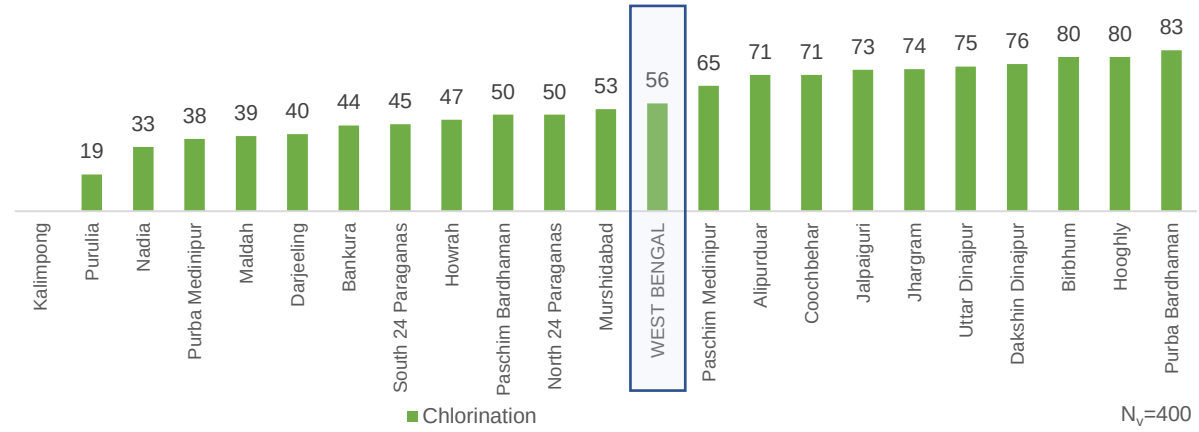
Laboratory based bacteriological tests, in last one year, was reported by 34 percent of sampled villages. 65 percent of the sampled villages from the districts Alipurduar reported to have had bacteriological tests done through laboratories in last one year.

Figure 45: Bacteriological test done through laboratory testing in the last one year



G. Water quality management by villages: Availability of chlorination mechanism in the village

Figure 46: Villages having a mechanism for chlorination

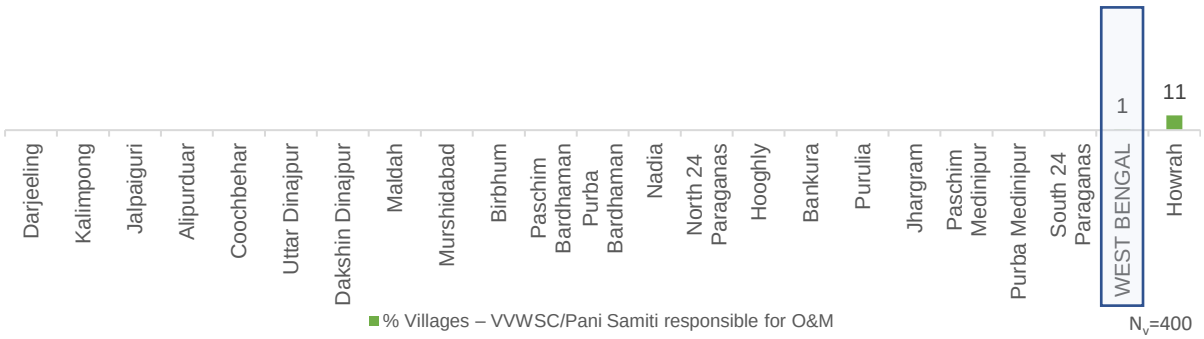


More than **56 percent villages** reported that there is availability of chlorination mechanism in the village but during onsite testing of water at household level only 20 percent households tested to have for presence of chlorine.

3.7. Management of water service delivery at village level

A. VWSC/Pani Samiti responsibility for O&M of PWS schemes

Figure 47: VWSC/Pani Samiti responsibility for O&M of PWS schemes



In the state, **1 percent villages** that have VWSC/Pani Samiti reported to be responsible for operation and maintenance of PWS. 11 percent villages in Howrah district reported to be responsible for O&M.

B. Villages levying water service delivery charges from households

Figure 48: Villages levying water service delivery charges from households

Overall, **2% of the villages** in the state levy charge for water service delivery to households whereas **1% HHs** reported paying water service delivery charges at the households.

C. Convergence of JJM activities with other schemes in villages

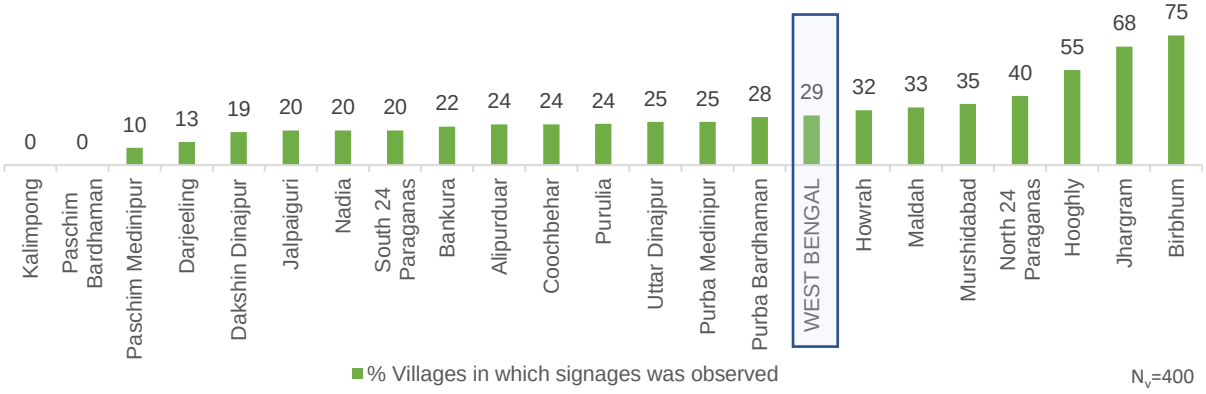
Figure 49: Village reported convergence of JJM activities with other schemes in the village

In the state, only **2% villages** in the state reported convergence of activities under JJM with other government programmes/ schemes on skill development, capacity building and training, and awareness generation.

D. Villages where signages were observed

Signages about JJM were observed in 29 percent of the sampled villages. District Birbhum had the highest proportion of villages where signages were observed (75 percent).

Figure 50: Villages in which signages about JJM was observed

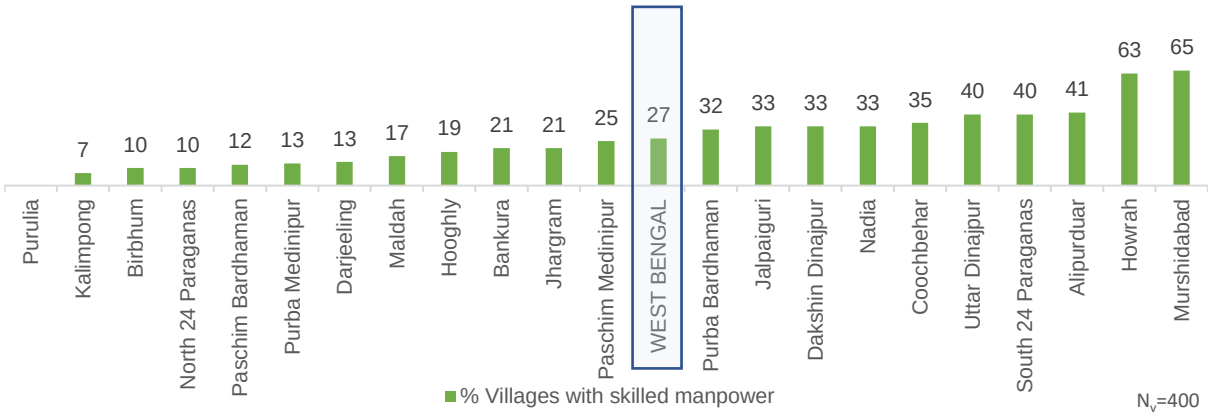


3.8. Status of Operation & Maintenance

A. Villages with skilled manpower for operation and maintenance (O&M) of PWS schemes

Across the state, **27 percent villages** in the reported having identified skilled manpower for O&M of PWS schemes, the most reported to be in Murshidabad (65 percent) and the least in Purulia

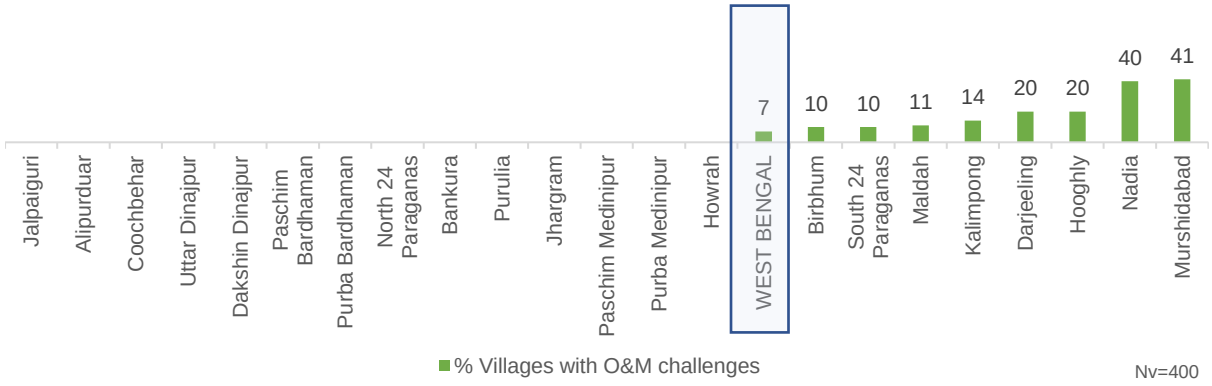
Figure 51: Villages reported having skilled manpower for O&M of PWS schemes



B. Villages with O&M challenges

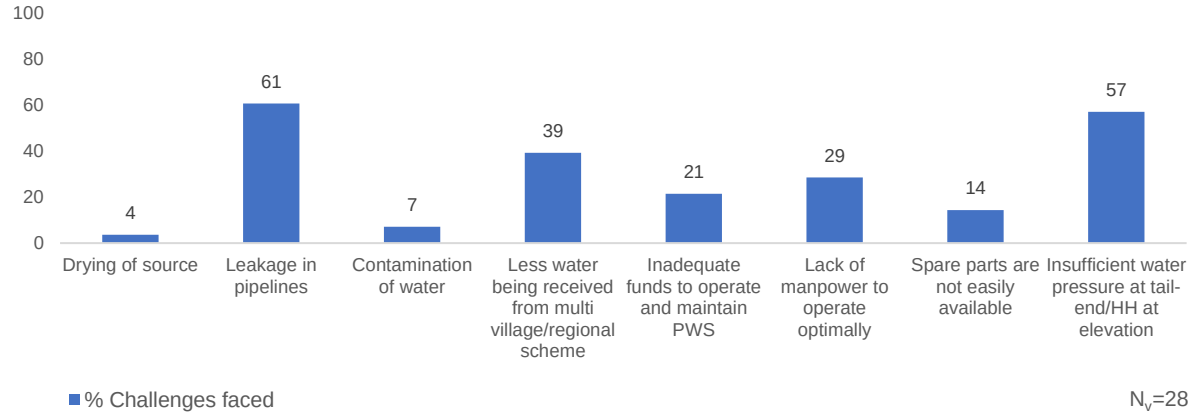
In the state, **7 percent of villages** in the state reported to have faced challenges with respect to O&M of PWS schemes.

Figure 52: Villages reported having faced O&M challenge



C. Details of challenges faced

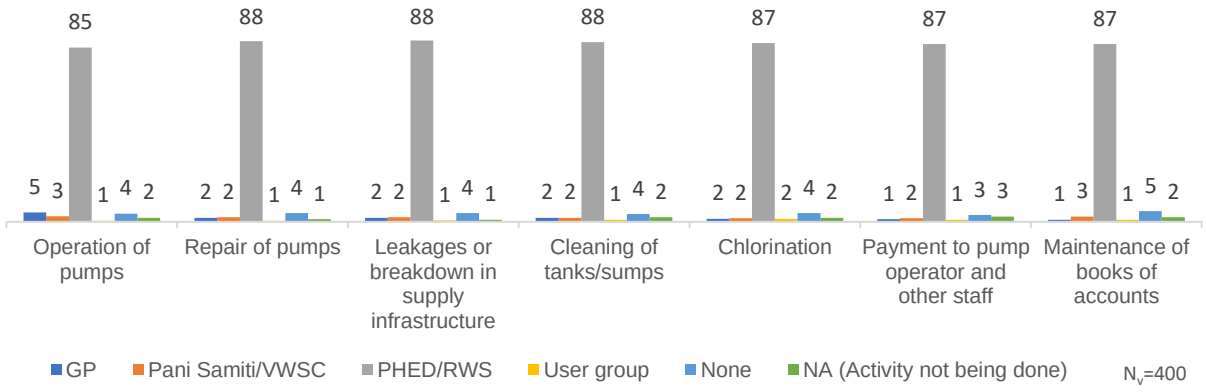
Figure 53: Details of O&M challenges faced by village



Out of the 7 percent of villages that had faced challenges with respect to O&M of PWS schemes (28 villages), 'leakage in pipelines' was attributed the most – at 61 percent.

D. Responsible for O&M

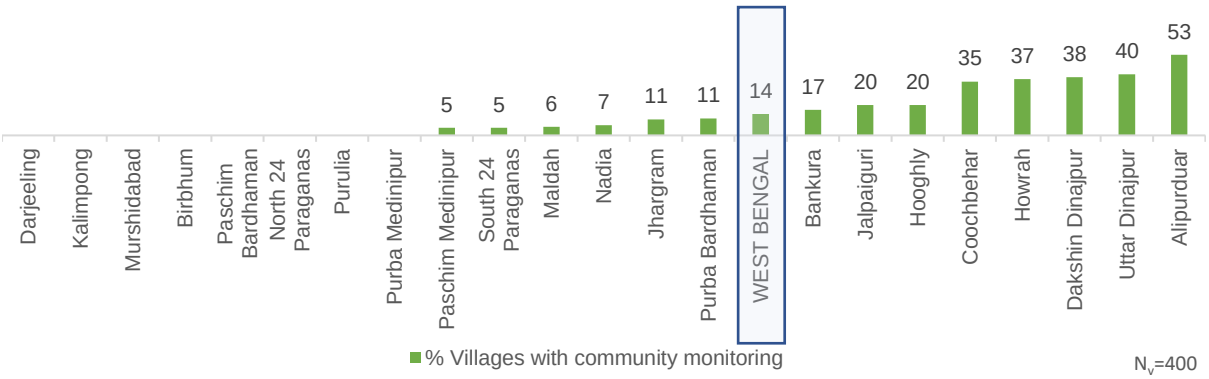
Figure 54: Different bodies responsible for O&M



Across the state, villages reported 'PHED' the most for being responsible for all essential aspects about operation and maintenance of PWS schemes.

E. Villages with community level monitoring of water wastage

Figure 315: Villages reported having community level monitoring of water wastage



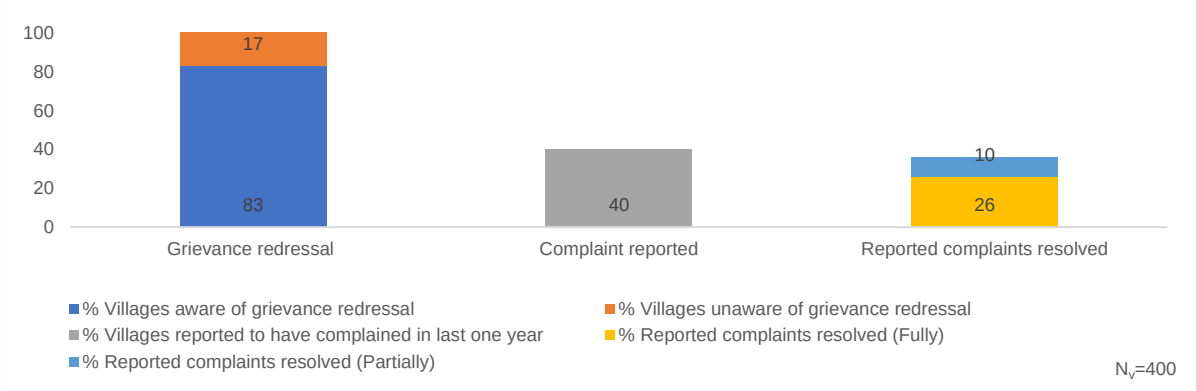
14 percent of villages in the state reported to have community level monitoring of water wastage

3.9. Status of service delivery related grievances and redressal

A. Village level

Grievance redressal at village

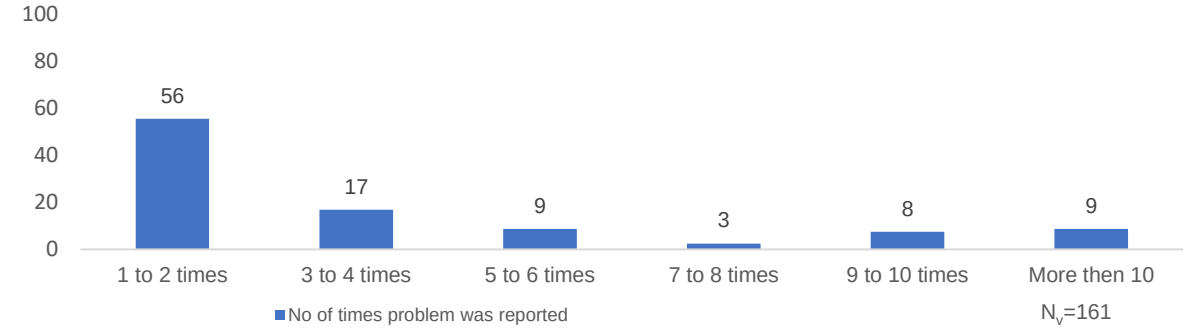
Figure 56: Reporting of grievance redressal at village level



In the state, **83 percent of villages** reported that they are aware of any grievance redressal mechanism, but only 40 percent HHs have reported a complaint in the last one year amongst which 26 percent reported that the complaints are fully resolved while 10 percent of complaints have been partially resolved.

Problem reported in last 1 year

Figure 57: Number of times villages have reported grievance in last 1 year

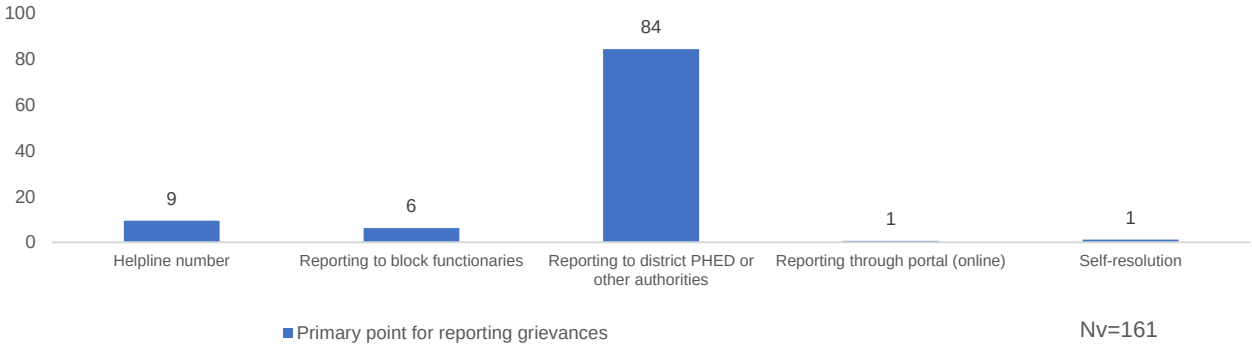


Among the villages who reported a complaint (i.e., 161 villages), 9 percent villages have reported a complaint more than 10 times in the last one year, while 56 percent reported a complaint at least once or twice.

Primary points for reporting grievances

Among those who reported complaint (i.e., 40% HHs, 161 villages), **84% of villages** reported that they report their grievances to **PHED** beside other reporting-points

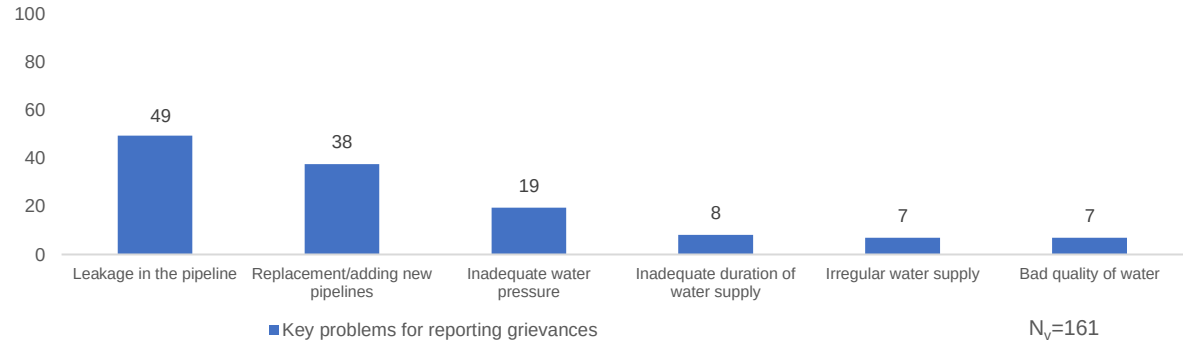
Figure 58: Primary points for reporting grievances by village



Key problems for reporting grievances

Overall, among those who reported complaint (i.e., 40% HHs, 161 villages) **49% of villages** reported that **leakage in the pipeline** is their most encountered problem for reporting grievances

Figure 59: Key problems reported by village

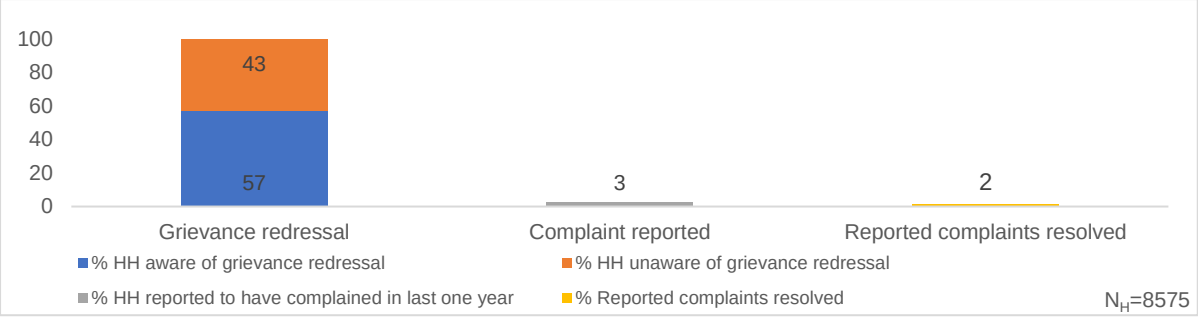


B. Household level

Awareness of grievance redressal at household

In the state, **57 percent of HHs** reported that they are aware of any grievance redressal mechanism w.r.t. HH tap water through PWS, but only 3 percent HHs have reported a complaint in the last one year and only 2 percent of complaints have been resolved.

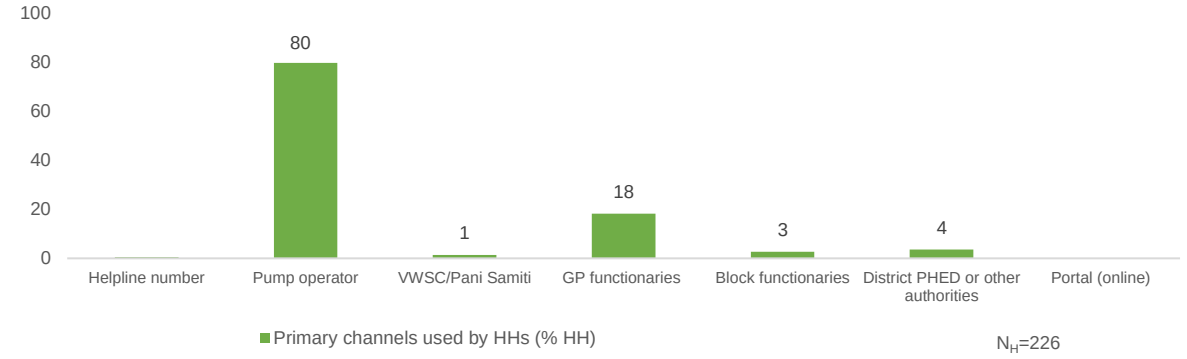
Figure 60: Reporting of grievance redressal at household level



Primary channels for reporting grievances by households

Among those who reported complaint as shown in the above graph (i.e., 3% HHs, 226 HHs), **80%** of the HHs reported their complaints to the **pump operators** beside other reporting-channels.

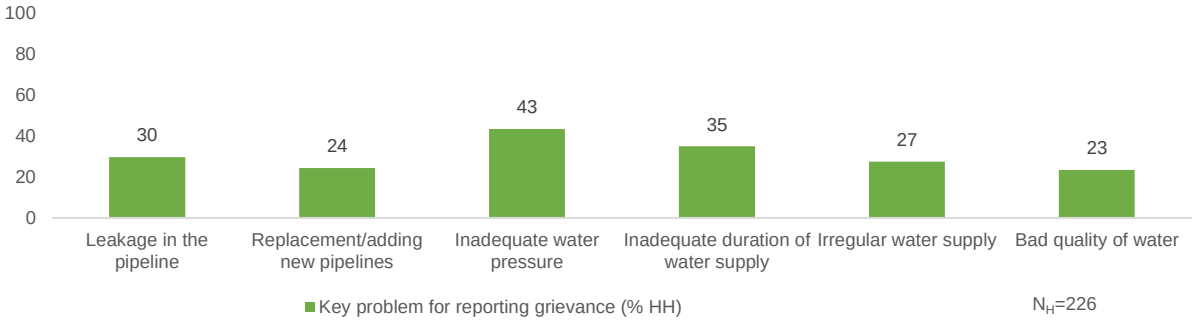
Figure 61: Primary channels for reporting grievances by households



Key problems for reporting grievances

Overall, among those who reported complaint (i.e., 3% HHs, 226 HHs) **43%** of the HHs that reported problems was of **leakage in the pipeline** beside other problems.

Figure 62: Key problems reported by households

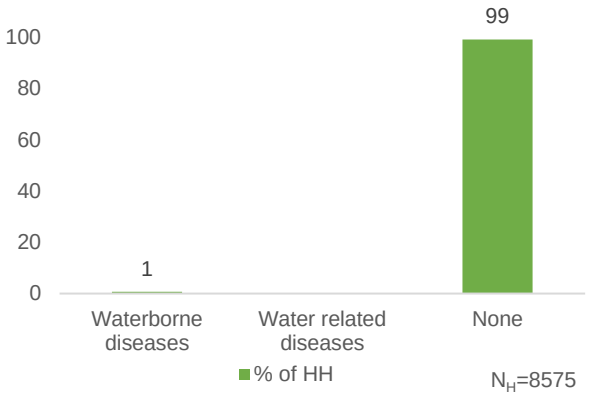


3.10. Perception of HHs on Outcome Indicators

A. Incidence of water borne diseases at HH level in last one year

Across the state only 1% HHs reported having an incidence(s) of water borne diseases in your household in last one year. The cases recorded were of Dysentery, Diarrhoea, Cholera and Typhoid

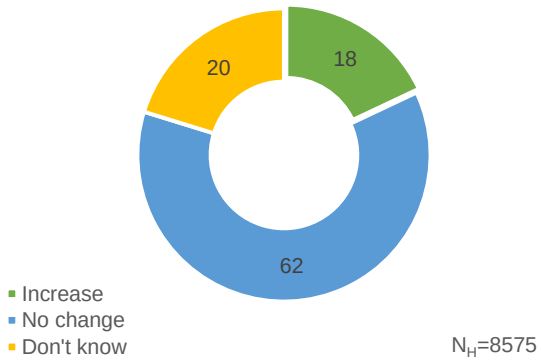
Figure 63: Household reported incidence of water borne diseases in last one year



B. Change in employment days since FHTC programmes/schemes

Since having a functional HH tap connection, 18% HHs across the state has reported that there has been a change in the no. of employment days of the adult HH members while 62% HHs reported no change

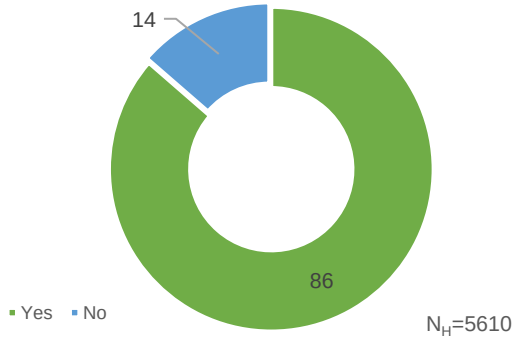
Figure 32: Household reported a change in employment days since FHTC programmes /schemes



C. Reduction in time and effort in collecting water

Out of the HHs reported (i.e. 5610) that female members used to fetch water before HH tap connection, 86% reported that post installation of HH tap connection it helped reduction of time and effort in collection of water

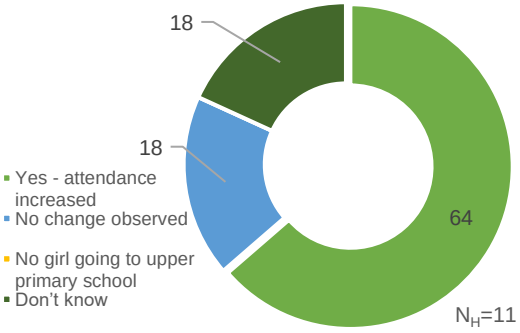
Figure 65: Households reported reduction in time and effort in collecting water



D. Impact on attendance of the girls going to upper primary

Across the state, 64% HHs reported that since having a functional HH tap connection the attendance of the girls going to schools increased, while 18% HHs reported no change in attendance which could possibly be an impact of shutting down of schools due to COVID-19 related lockdown during the survey

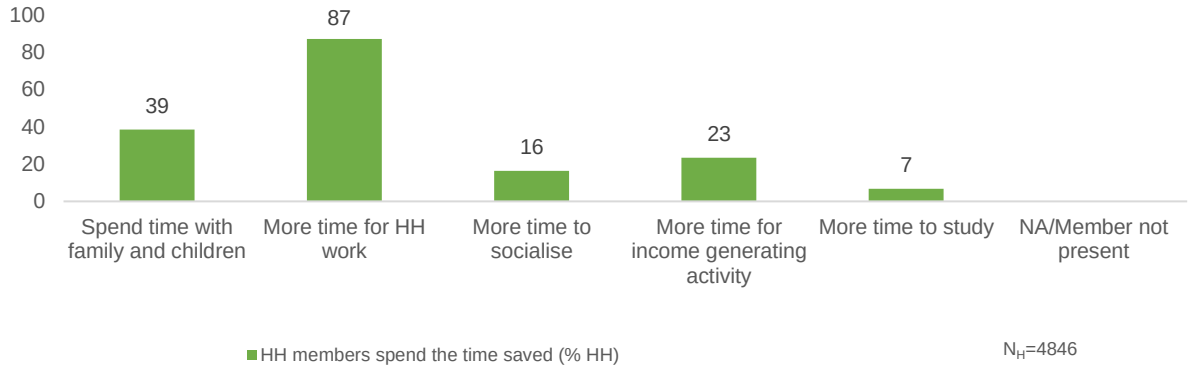
Figure 33: Households reported increase of attendance of girls going to upper primary school



E. HHs are using time saved due to provision of tap connection

Time saved by female HH members against collecting water, post installation of HH tap connections, was reportedly most utilized for other HH work (87 percent).

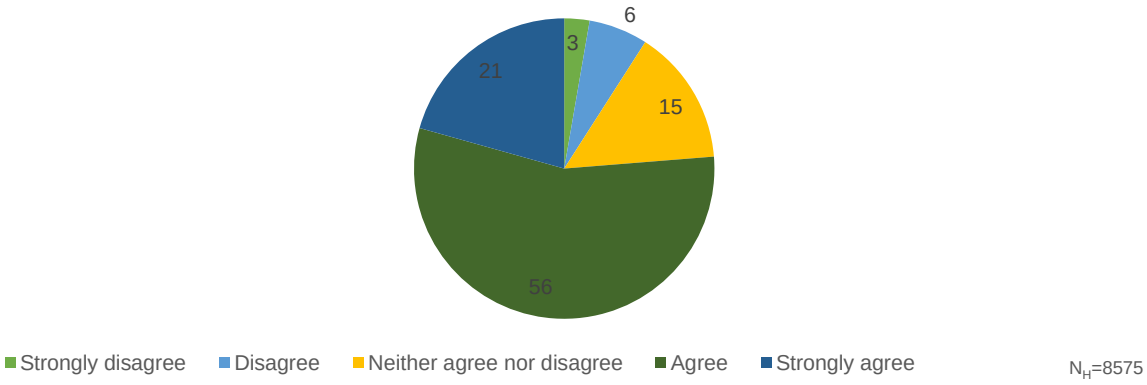
Figure 67: Utilization of time saved by households post installation of HH tap connection



F. Change in social status

Sense of pride and positive change in social status was reportedly realized by 72 percent of HHs post the installation of HH tap connections.

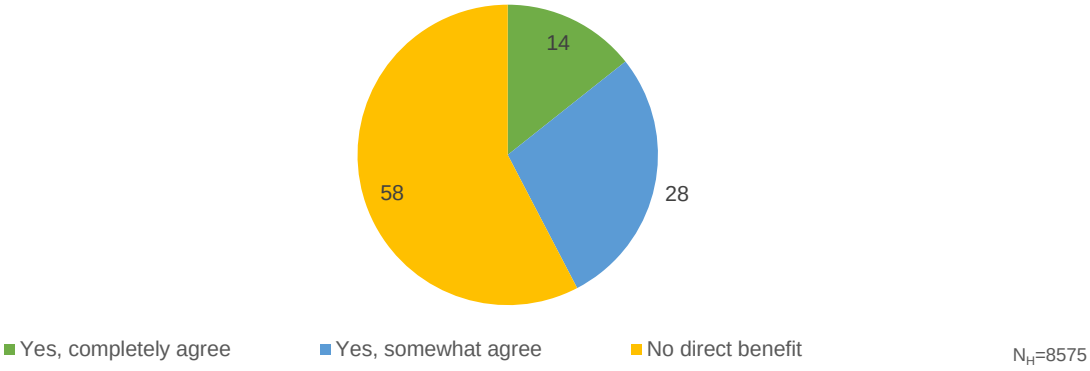
Figure 68: Households reported to have a positive change in social status



G. Direct benefits in terms of income due to FHTC

Across the state, 14 percent of sampled HHs reported being in complete agreement that there had been direct benefits on their HH income since the installation of HH tap connection, while 28 percent HHs reported being in partial agreement against the same.

Figure 69: Households reported to have received direct benefits in terms of income due to FHTC



3.11. User satisfaction

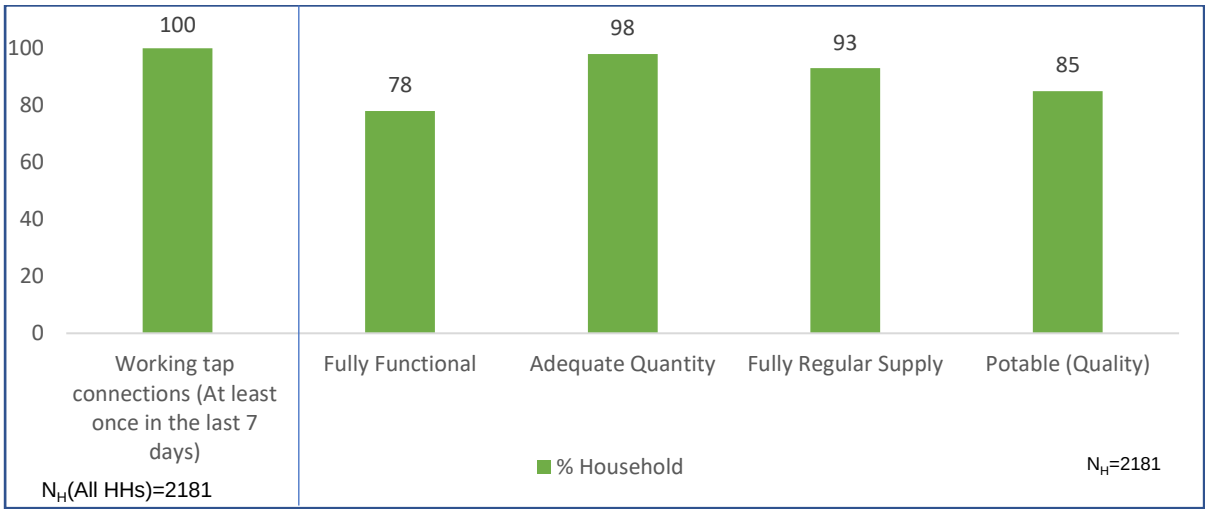
Table No. 5: User satisfaction - more than 75% happy with FHTC services			
S. No.	**Parameter (N_h=8575)**		**In %**
1	Regularity	☺	84.5
2	Overall quality	☺	84.9
3	Colour	☺	87.3
4	Taste	☺	85.9
5	Odour	☺	84.4

Note:
Base (N_V)=400 means all villages sampled and covered in West Bengal state
Base (N_H)=8575 means all households sampled and covered across the 400 villages in West Bengal state
Base (N_H)=8574 means all households sampled where water sample be collected across the 400 villages in West Bengal state
Base (N_H)=5611 means all households sampled where female members used to fetch water before HH tap connection
Base (N_H)=11 means all households sampled that had adolescent girls as one of HH members

4. Functionality status of FHTC at household level for Har-Ghar-Jal villages

4.1. Overall Functionality (in %)

Figure 70: Functionality of HH tap connection for Har Ghar Jal districts



** Fully Functional has been computed as = Adequate Quantity ∩ Fully Regular Supply ∩ Potable (Quality)*

Please note: For HGJ district, N_H=2181 implies all HHs where water was found on the day of the survey.

It has been found that 100 percent of the sampled HHs (N=2181) had working tap connections. 78 percent HHs in the state were found to have fully functional HH tap water connection. Moreover, almost all the households (98 percent) received adequate quantity (>=55 LPCD) of water supply and more than 9 out of 10 received regular supply (93 percent) of water. The on-site testing and lab test results of the water indicates that more than 4 out of 5 (85%) sampled households in the state receive potable water.

Table No. 6: Quantity, Regularity, and Quality of FHTC for Har Ghar Jal districts (%HH)

S. No.	District	Working tap connections (HHs which received water through FHTC at least once in the last 7 days) (% HH)	Fully functional (% HH)	Adequate Quantity (% HH)	Full Regular Supply (% HH)	Potable (Quality) (% HH)
1.	Darjeeling	100	64	89	73	98
2.	Jalpaiguri	100	33	100	99	33
3.	Alipurduar	100	29	100	100	29
4.	Coochbehar	100	78	100	100	78
5.	Uttar Dinajpur	100	67	100	97	69
6.	Dakshin Dinajpur	100	50	100	70	59
7.	Maldah	100	100	100	100	100
8.	Murshidabad	100	100	100	100	100
9.	Birbhum	100	70	100	91	76
10.	Paschim Bardhaman	100	98	99	99	99
11.	Purba Bardhaman	100	99	100	99	100
12.	Nadia	100	97	99	97	100

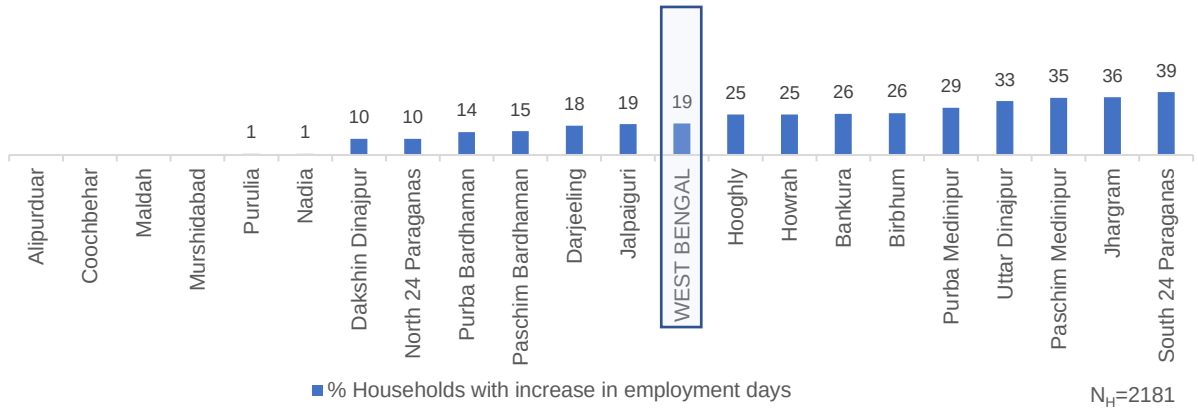
Table No. 6: Quantity, Regularity, and Quality of FHTC for Har Ghar Jal districts (%HH)						
S. No.	**District**	**Working tap connections (HHs which received water through FHTC at least once in the last 7 days) (% HH)**	**Fully functional (% HH)**	**Adequate Quantity (% HH)**	**Full Regular Supply (% HH)**	**Potable (Quality) (% HH)**
13.	North 24 Paraganas	100	99	100	100	99
14.	Hooghly	100	66	100	81	81
15.	Bankura	100	71	95	95	78
16.	Purulia	100	82	89	96	98
17.	Jhargram	100	80	100	88	93
18.	Paschim Medinipur	100	91	97	94	99
19.	Purba Medinipur	100	86	98	92	94
20.	Howrah	100	74	100	99	75
21.	South 24 Paraganas	100	50	100	83	67
22.	**WEST BENGAL**	**100**	**78**	**98**	**93**	**85**
# Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical, and bacteriological as given in Table 4 parameters (within acceptable/ permissible range) and onsite testing of pH. The details of laboratory test are mentioned in the table given above in the glossary.						

4.2. Perception of HHs from Har-Ghar-Jal villages on Outcome Indicators

A. Change in employment days since FHTC programmes/ schemes

Across the state, less than one-fifth (19 percent) of the sampled households reported that employment days increased since the installation of FHTC.

Figure 71: Household reported a change in employment days since FHTC programmes /schemes in Har Ghar Jal districts



B. Reduction in time and effort in collecting water

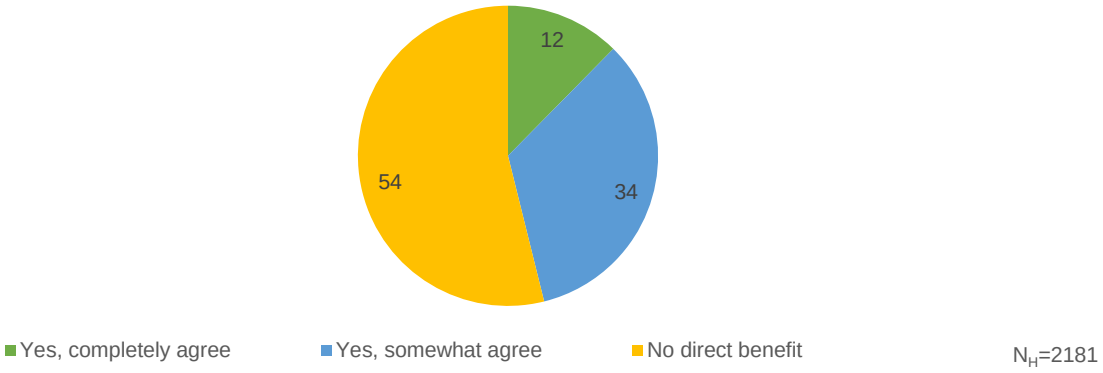
Similarly, about 92 percent of the sampled households also reported that the effort and time in collecting water reduced after installation of FHTC.

Figure 72: Households reported reduction in time and effort in collecting water in Har Ghar Jal districts

4.3. Direct benefits in terms of income due to FHTC

Across the state, 12 percent of sampled HHs from HGJ villages reported being in complete agreement that there had been direct benefits on their HH income since the installation of HH tap connection, while 54 percent reported being in partial agreement against the same.

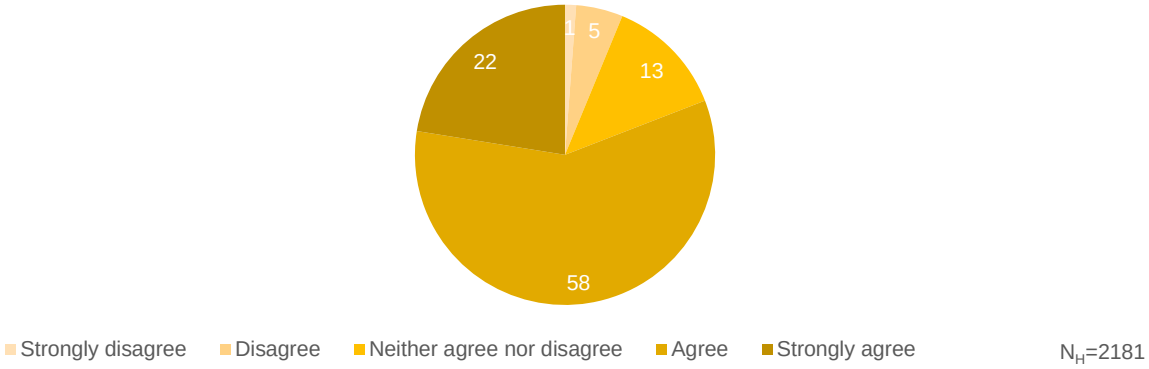
Figure 73: Households reported to have received direct benefits in terms of income due to FHTC in Har Ghar Jal districts



4.4. Change in social status

Almost four-fifth of the households felt HH tap connection earned them more respect, feeling of pride and brought a positive change in their social status.

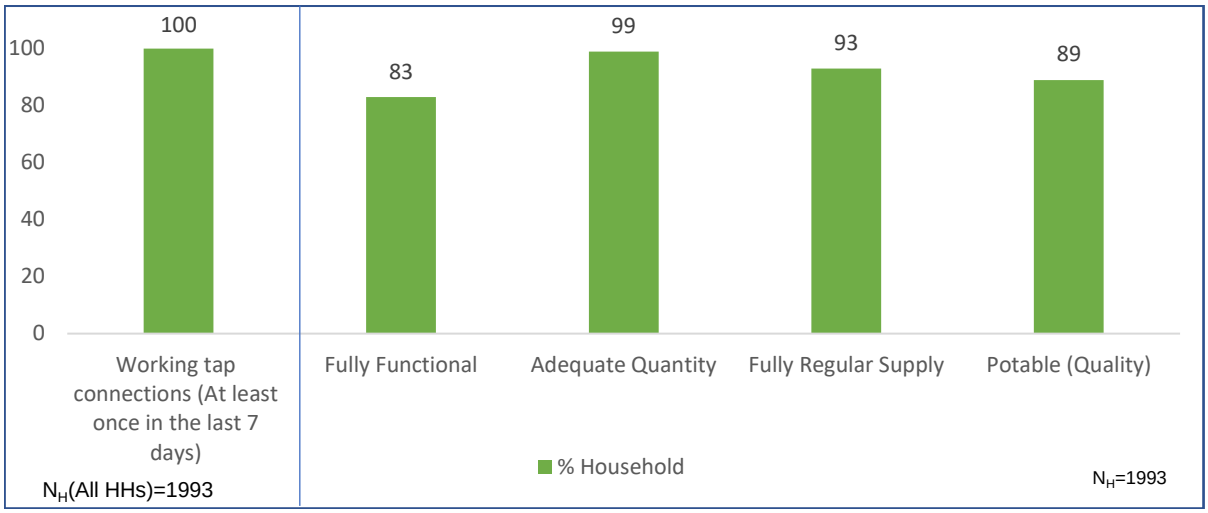
Figure 74: Households reported to have a positive change in social status in Har Ghar Jal districts



5. Functionality status of FHTC at household level for aspirational districts

5.1. Overall Functionality (in %)

Figure 75: Functionality of HH tap connection for aspirational districts



** Fully Functional has been computed as = Adequate Quantity ∩ Fully Regular Supply ∩ Potable (Quality)*

Please note: For aspirational district, N_H=1993 implies all HHs where water was found on the day of the survey.

It has been found that 100 percent of the sampled HHs (N=1993) had working tap connections. 83 percent HHs in the state were found to have fully functional HH tap water connection. Moreover, almost all the households (99 percent) received adequate quantity (>=55 LPCD) of water supply and more than 9 out of 10 received regular supply (93 percent) of water. The on-site testing and lab test results of the water indicates that about 9 out of 10 (90%) sampled households in the state receive potable water.

Table No. 7: Quantity, Regularity, and Quality of FHTC for aspirational districts (%HH)

S. No.	District	Working tap connections (HHs which received water through FHTC at least once in the last 7 days) (% HH)	Fully functional (% HH)	Adequate Quantity (% HH)	Full Regular Supply (% HH)	Potable (Quality) (% HH)
1.	Dakshin Dinajpur	100	69	99	90	74
2.	Maldah	100	77	96	90	87
3.	Murshidabad	100	96	100	96	99
4.	Birbhum	100	84	100	94	88
5.	Nadia	100	92	98	93	100
6.	**West Bengal**	**100**	**83**	**99**	**93**	**89**

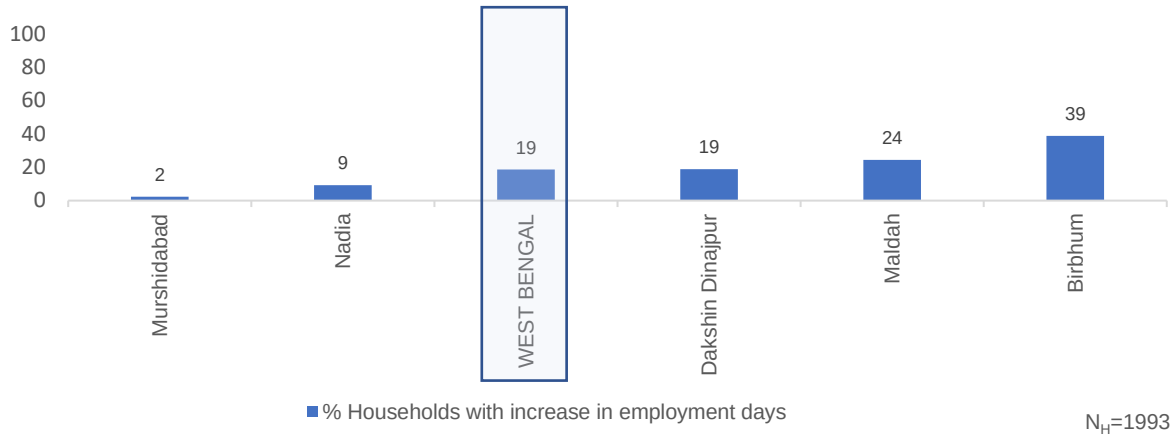
Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical, and bacteriological as given in Table 4 parameters (within acceptable/ permissible range) and onsite testing of pH. The details of laboratory test are mentioned in the table given above in the glossary.

5.2. Perception of HHs from aspirational districts on Outcome Indicators

A. Change in employment days since FHTC programmes/ schemes

Around 19 percent of the households in aspirational districts reported increase in employment days since installation of FHTC.

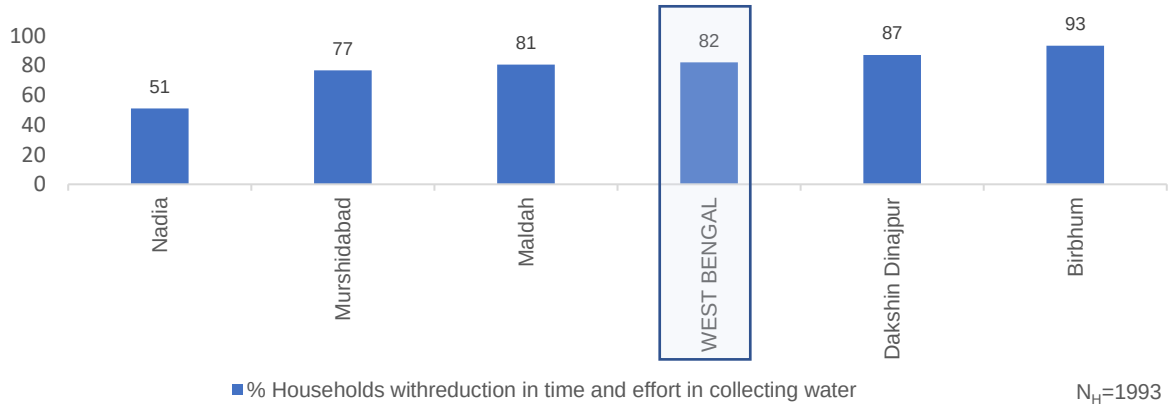
Figure 76: Household reported a change in employment days since FHTC programmes /schemes in Aspirational districts



B. Reduction in time and effort in collecting water

Around 82 percent of the households in aspirational districts reported reduction in time and effort in collecting water.

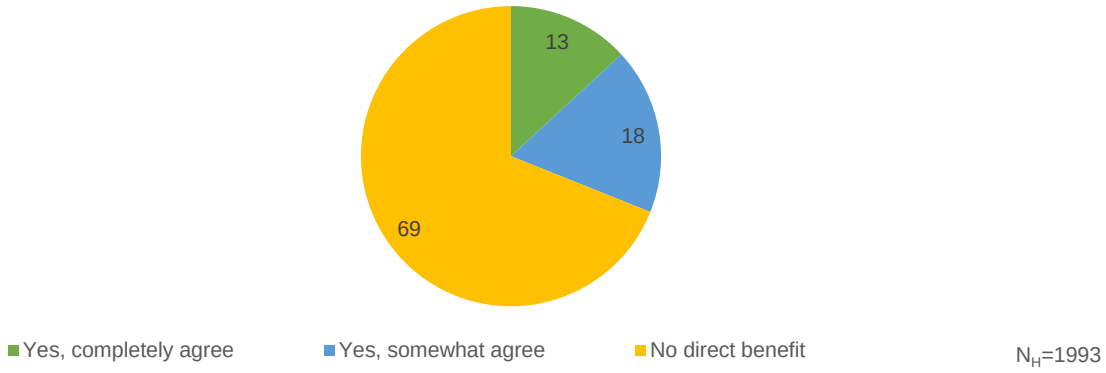
Figure 77: Households reported reduction in time and effort in collecting water in Aspirational districts



5.3. Direct benefits in terms of income due to FHTC

Across the state, 13 percent of sampled HHs from aspirational districts reported being in complete agreement that there had been direct benefits on their HH income since the installation of HH tap connection, while 18 percent reported being in partial agreement against the same.

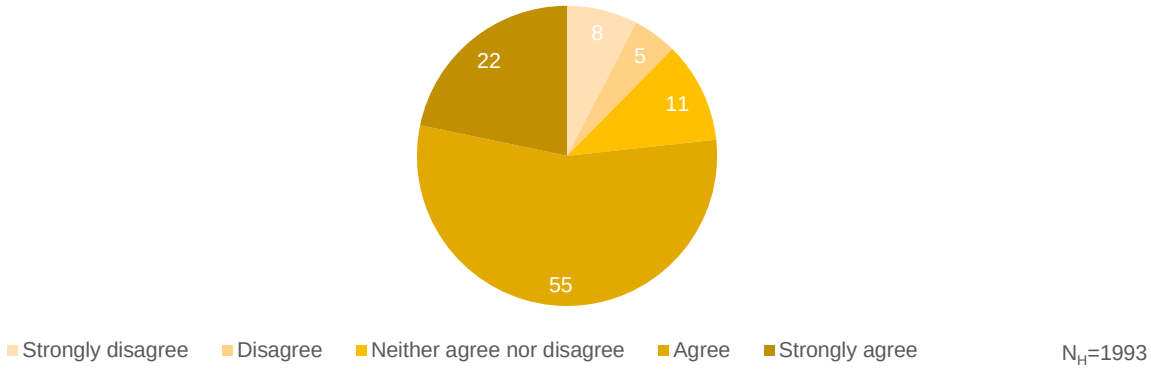
Figure 78: Households reported to have received direct benefits in terms of income due to FHTC in Aspirational districts



5.4. Change in social status

More than three-fourth of the households in aspirational districts felt HH tap connection earned them more respect, feeling of pride and brought a positive change in their social status.

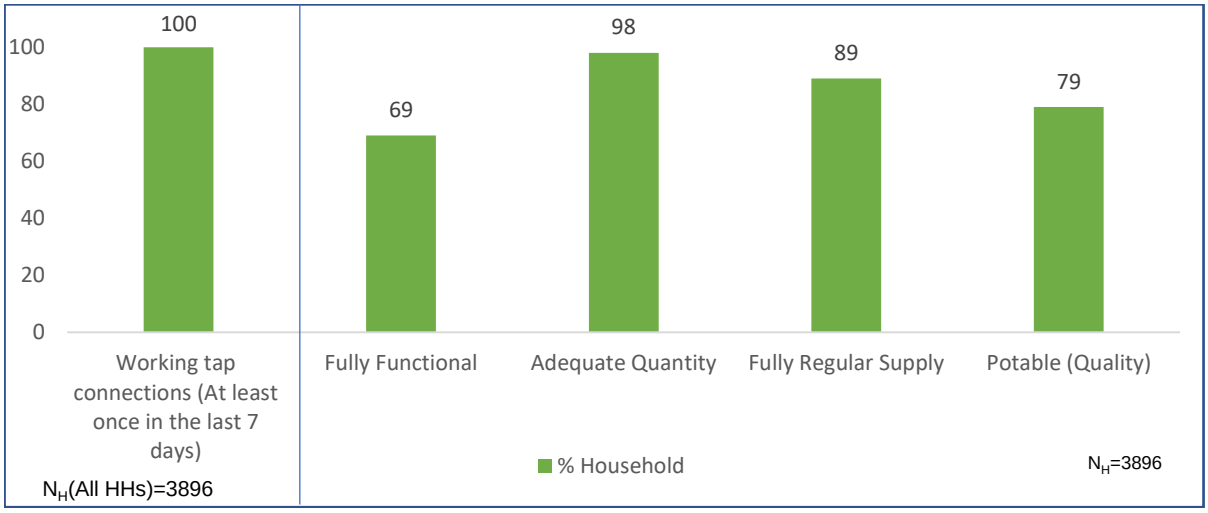
Figure 79: Households reported to have a positive change in social status in Har Ghar Jal districts



6. Functionality status of FHTC at household level for JE-AES districts

6.1. Overall Functionality (in %)

Figure 80: Functionality of HH tap connection for JE-AES districts



** Fully Functional has been computed as = Adequate Quantity ∩ Fully Regular Supply ∩ Potable (Quality*

Please note: For JE-AES district, N_H=3896 implies all HHs where water was found on the day of the survey.

It has been found that 100 percent of the sampled HHs (N=3896) had working tap connections. 70 percent HHs in the state were found to have fully functional HH tap water connection. Moreover, almost all the households (98 percent) received adequate quantity (>=55 LPCD) of water supply and about 9 out of 10 received regular supply (89 percent) of water. The on-site testing and lab test results of the water indicates that about 8 out of 10 (80%) sampled households in the state receive potable water.

Table No. 8: Quantity, Regularity, and Quality of FHTC for aspirational districts (%HH)

S. No.	District	Working tap connections (HHs which received water through FHTC at least once in the last 7 days) (% HH)	Fully functional (% HH)	Adequate Quantity (% HH)	Full Regular Supply (% HH)	Potable (Quality) (% HH)
1.	Darjeeling	100	72	97	85	88
2.	Jalpaiguri	100	17	100	100	17
3.	Dakshin Dinajpur	100	69	99	90	74
4.	Maldah	100	77	96	90	87
5.	Birbhum	100	84	100	94	88
6.	Purba Bardhaman	100	93	100	93	100
7.	Hooghly	100	55	100	72	76
8.	Bankura	100	59	94	78	83
9.	Paschim Medinipur	100	93	99	95	99
10.	Howrah	100	78	98	98	81
11.	**West Bengal**	**100**	**69**	**98**	**89**	**79**

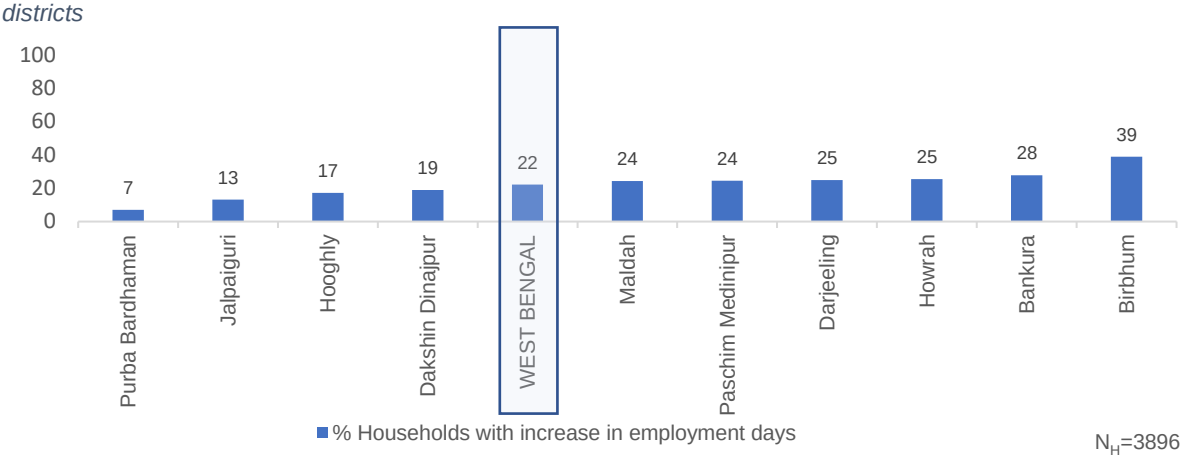
Potable water has been considered basis testing of water samples through laboratory tests for physical, chemical, and bacteriological as given in Table 4 parameters (within acceptable/ permissible range) and onsite testing of pH. The details of laboratory test are mentioned in the table given above in the glossary.

6.2. Perception of HHs from JE-AES districts on Outcome Indicators

A. Change in employment days since FHTC programmes/ schemes

Around 22 percent of the households in JE-AES districts reported increase in employment days since installation of FHTC.

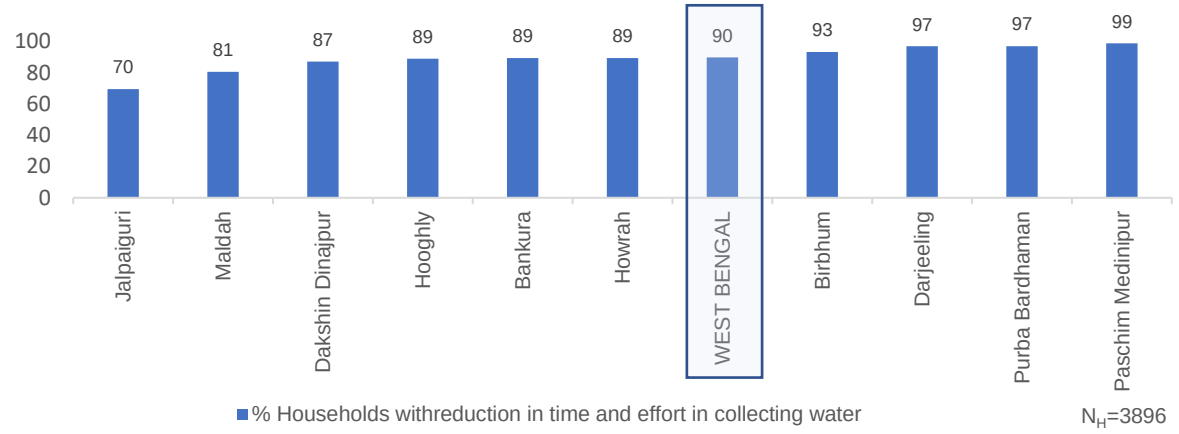
Figure 81: Household reported a change in employment days since FHTC programmes /schemes in JE-AES districts



B. Reduction in time and effort in collecting water

Around 90 percent of the households in JE-AES districts reported reduction in time and effort in collecting water.

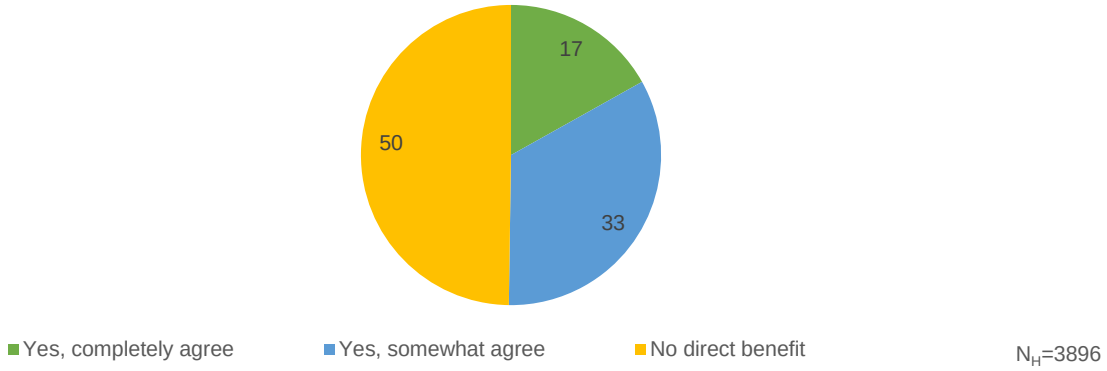
Figure 82: Households reported reduction in time and effort in collecting water in JE-AES districts



6.3. Direct benefits in terms of income due to FHTC

Across the state, 17 percent of sampled HHs from JE-AES districts reported being in complete agreement that there had been direct benefits on their HH income since the installation of HH tap connection, while 33 percent reported being in partial agreement against the same.

Figure 83: Households reported to have received direct benefits in terms of income due to FHTC in JE-AES districts



6.4. Change in social status

About four-fifth of the households in JE-AES districts felt HH tap connection earned them more respect, feeling of pride and brought a positive change in their social status.

Figure 84: Households reported to have a positive change in social status in JE-AES districts