

प्रशासनिक सुधार और लोक शिकायत विभाग DEPARTMENT OF ADMINISTRATIVE REFORMS & PUBLIC GRIEVANCES

NATIONAL GOOD GOVERNANCE WEBINAR SERIES 2024-25

HAR GHAR **JAL YOJANA**

SHORTLISTED INITIATIVES UPTO THE LEVEL OF EXPERT COMMITTEE

PROCEEDING REPORT 24th January 2025, Friday

Session - I Initiative in Bathinda District, Punjab

Session - II Initiative in Sechhip District, Mizoram

ORGANIZED BY:

Department of Administrative Reforms and Public Grievances Ministry of Personnel, Public Grievances and Pensions Government of India

"When history will make an assessment after 100 years of independence, you have the opportunity that your name should figure prominently in it. You can say with pride that you have played a role in creating new systems for the country and improving the systems. I am sure all of you will continue to expand your role in nation building. Capacity building should be our endeavor at every moment, for ourselves, for our colleagues and also for the system. We will have to keep on making efforts to surpass new heights."

> Hon'ble Prime Minister Shri Narendra Modi 16th Civil Services Day Speech 2023

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BACKGROUND

The Hon'ble Prime Minister had mandated the Department of Administrative Reforms & Public Grievances (DARPG) to hold virtual conferences/webinars with District Collectors and other officers. A specific theme/ sector may be taken up in each month, in which past award winners since the inception of the scheme under that sector are invited to present their experiences.

In his address on the occasion of Civil Services Day, 2022, the Hon'ble Prime Minister suggested that training institutes should conduct virtual sessions of 1 - 1.5 Hours with the award winners as the Lead Speakers, to disseminate the best practices.

Accordingly, DARPG conducts National Good Governance Webinars, one webinar a month on different themes, on the last Friday of every month, over the year 2022 - 2025, to highlight and disseminate the best practices and sharing of experiences of the award-winning institution to facilitate replication by other States/Districts.

These Webinars covered the PM award winning initiatives on the themes 'Improving Public Service Delivery'; 'Health'; 'Aspirational District programme'; 'Public Grievance Redressal', 'Environment', 'Public Participation (Jan Bhagidari) through Swachh Bharat Mission', Innovations at District, State and Centre levels, 'Jal/Water Management' and 'Namami Gange'.

These webinars were attended by about 1000 officials from Ministries/ Departments, State Governments and District Collectors. Given the encouraging response, it was decided to continue the initiative of organizing the National Good Governance Webinar Series in the year 2024 - 2025.

In the above backdrop, DARPG has convened the 26th Webinar on shortlisted initiatives up to the level of expert committee under the category "Har Ghar Jal Yojana" on 24th January, 2025.

WELCOME ADDRESS

by: Shri Puneet Yadav

Additional Secretary, Department of Administrative Reforms & Public Grievances, Government of India

The Additional Secretary, Shri Puneet Yadav, extended a warm welcome to all participants at the 26th edition of the National Good Governance Webinar Series. He emphasized the series' continued success, highlighting how previous sessions had inspired the replication of multiple initiatives across districts through rich discussions among District Magistrates and senior officers. He acknowledged the commitment of all participants to learn from each other and to apply innovative governance practices in their respective regions.

The Additional Secretary noted that today's webinar would spotlight two impactful districtlevel projects that had reached the Expert Committee stage during the selection process for the Prime Minister's Awards. These discussions, he remarked, provide valuable insights for officials looking to adopt transformative governance models in their own districts.

He then provided an overview of the projects to be presented. The project, "Har Ghar Jal Yojana," comes from Bathinda, Punjab and Serchhip, Mizoram. He explained that these projects exemplified innovation in district governance, emphasizing the importance of exchanging best practices across regions to drive enhancements in governance.

Introducing the first speaker, Shri Showkat Ahmad Parray, Deputy Commissioner, Bathinda Punjab, the Additional Secretary shared a brief background on the 2013 batch IAS officer of the Punjab cadre. Shri Parray, with his extensive experience in district administration, has been instrumental in initiatives focused on Har Ghar Jal Yojana.



-National Good Governance Webinar Series

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The Additional Secretary also introduced the second speaker, Smt. Nazuk Kumar, Director, Administrative Training Institute (ATI), Mizoram. Her experience spans hands-on work in public administration for eight years. Smt. Kumar was welcomed to share insights into the innovative Serchhip initiative that has significantly benefitted Serchhip's population.

The Additional Secretary reiterated the importance of sharing successful district-level innovations and learning collaboratively to enhance governance across the country. He then invited the speakers to begin their presentations.

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SESSION - I BRIEF ON THE INITIATIVE HAR GHAR JAL YOJANA, BATHINDA, PUNJAB

- 1. The objective of Har Ghar Jal Yojana was to ensure at least one Functional Household Tap Connection (FHTC) in each rural household, supply of potable drinking water to all common places, reducing wastage of water, engaging women as major stakeholder in maintenance of the schemes and regular sampling of the water supply. Quality-wise, groundwater in 80% area of the District had concentrations of Fluoride, Nitrate and Uranium.
- 2. The administration adopted a multi-faceted approach to resolve all the problems. Panchayat meetings were conducted and Gram Panchayat Water Supply and Sanitation Committees (GPWSC) were constituted. Departments used multiple modes of generating awareness including Rath Yatras, Social Media promotion, nukkad nataks, wall painting showcasing the toll-free number for registering complaints and linked festivals with the theme of water conservation.
- 3. The GPWSC institutions were regularly monitored and ensured actively participation of women. Besides, the administration placed emphasis on public grievance redressal and provide Toll-free number. 100% of villages in the District now have access to potable water.

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PROCEEDINGS

Shri Showkat Ahmad Parray, Deputy Commissioner, Bathinda, Punjab Initiative in Bathinda District, Punjab

Shri Parray presented the "Har Ghar Jal Yojana," a transformative initiative aimed at addressing the chronic issue of water supply deficiencies across all nine blocks of the Bathinda district. This initiative, which was launched several years ago, aims to provide sustainable and potable water solutions to rural and urban households by shifting from over-exploited groundwater sources to more reliable canal-based water systems.

The underground water resources in Bathinda District have been severely over-exploited, leading to concerns over the potability and long-term sustainability of groundwater. As a result, a significant portion of the district faces challenges in ensuring a reliable and clean water supply. To mitigate this, the district administration, under the guidance of Shri Parray, took decisive action to transition from reliance on groundwater and tube wells to canal-based water supply systems. This transition not only addresses the immediate issue of water scarcity but also ensures the long-term sustainability of water resources for the district.

A key feature of this initiative is the district administration's widespread outreach to the public through various channels, including social media platforms, to ensure maximum participation and awareness regarding the benefits and objectives of the scheme. This digital engagement has been instrumental in spreading information about the program, garnering public support, and encouraging local communities to actively engage in water conservation and management efforts.



-National Good Governance Webinar Series

The Water Supply Department in the district has set up a comprehensive grievance redressal system to ensure transparency and accountability in the delivery of water services. This system includes a dedicated online portal and a toll-free helpline number, which allows residents to report issues and track their complaints. Grievances are addressed promptly, with a commitment to respond within 48 hours and resolve all complaints within a maximum of 7 days. To date, a total of 1,780 grievances have been received, with 1,764 of them successfully resolved, further demonstrating the efficiency and responsiveness of the administration in handling water-related issues.

As part of the "Har Ghar Jal Yojana," the district administration has shifted a total of 232 water supply schemes from groundwater and tube wells to canal-based systems. The remaining 38 tube well-based water supply schemes are expected to be transitioned to canal-based systems over the next few years, ensuring complete coverage of the district under this modernized water supply infrastructure. Furthermore, the Gram Panchayat Water Supply Committee (GPWSC) has played a crucial role in maintaining records and ensuring accountability. The GPWSC has diligently maintained documentation of all water supply activities through ledger books, cash books, log books, and complaint registers, ensuring transparency and effective monitoring.

In addition to the traditional grievance redressal mechanisms, the district has leveraged technology to enhance service delivery and ensure that water supply schemes are operating efficiently. The state-level "Jal Sewa" application has been integrated into the district's water supply management system, enabling real-time monitoring of water supply parameters and ensuring that any discrepancies are promptly addressed. This application also allows for the efficient tracking of water usage data and the management of service requests, further improving the overall delivery of water services to residents.



-National Good Governance Webinar Series

The district administration has also taken steps to introduce e-services and e-billing systems in rural areas, which will be implemented in the near future. These systems will further streamline the process of billing, payments, and service requests, allowing residents to access water supply services with greater ease and efficiency. The goal is to enhance the user experience and provide residents with more convenient ways to interact with the water supply department.

As part of the "Har Ghar Jal" campaign, the district administration has taken a unique approach by aligning the campaign with major festivals celebrated in the district. This innovative strategy has helped create greater public awareness and foster community participation. The campaign, under the slogan "Tap on Each Connection," has led to the installation of 56,621 new water connections and the fitting of 14,720 new taps, ensuring that more households now have access to clean and reliable water.

One of the most significant achievements of the campaign has been the completion of 100% household coverage with Functional Household Tap Connections (FHTC). This milestone represents a significant step toward ensuring that every household in the district has direct access to piped water, contributing to improved sanitation and public health outcomes. Furthermore, the district has been conducting regular testing of water quality, with chemical and bacteriological parameters being tested twice each year to ensure that the water supplied meets the highest standards of safety and quality.

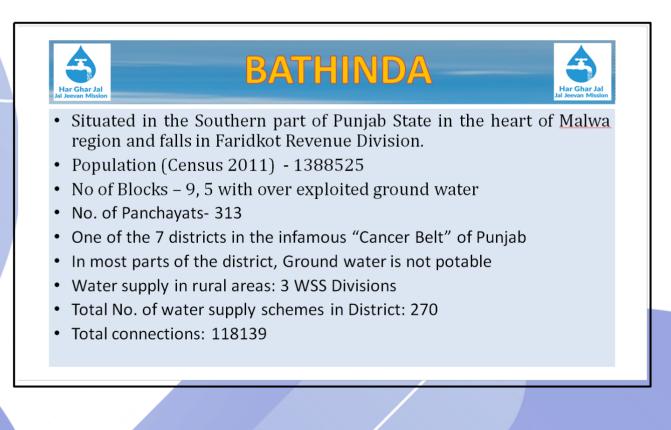
The district administration has also ensured regular engagement with local communities through quarterly meetings between the Village Water Supply Committees and the district administration. These meetings provide a platform for residents to voice their concerns, discuss water-related issues, and suggest improvements to the water supply system. This community-driven approach has been key to the success of the initiative, as it fosters a sense of ownership and accountability among local stakeholders.

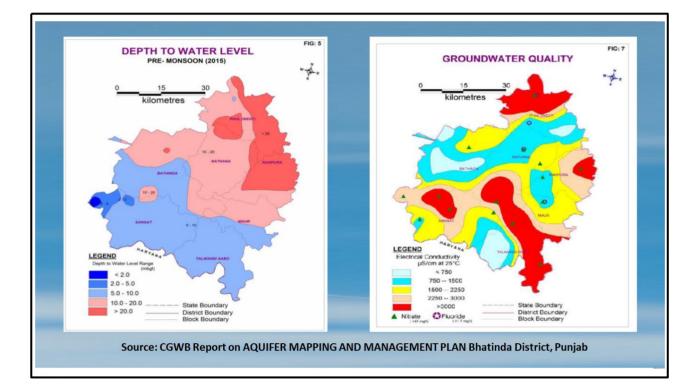
A key aspect of the "Har Ghar Jal Yojana" is its focus on empowering women, who are often the most affected by inadequate water supply systems. The district administration has recognized the pivotal role of women in managing water resources and has actively encouraged their involvement in the campaign. Notably, the Sarpanchs (village heads) of Mahma Bhagwana and Manak Khana villages, both led by women, have been recognized with state awards for their outstanding contributions to the successful implementation of the scheme in their communities. This recognition underscores the importance of women's leadership in ensuring the success of community-driven water supply initiatives. National Good Governance Webinar Series The success of the "Har Ghar Jal Yojana" in Bathinda District serves as a model for other regions to replicate. The initiative has demonstrated that with the right mix of community involvement, technological integration, and a focus on sustainability, it is possible to address water supply challenges in even the most water-stressed regions. Shri Parray concluded by emphasizing the power of community-led initiatives and the importance of establishing a selfsustaining model that can be replicated across the nation. He stressed the need for continued local engagement, ensuring that communities remain at the heart of the water supply system's planning, implementation, and management, thus paving the way for nationwide adoption of similar models.

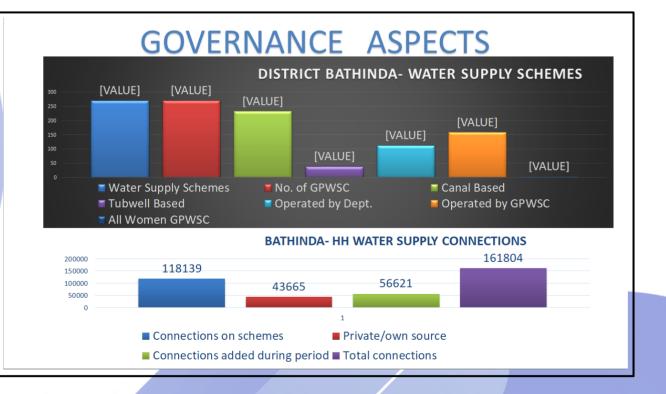
The campaign's success stands as a testament to the potential of collaborative, communitydriven efforts in addressing some of the most pressing challenges faced by rural India. The "Har Ghar Jal Yojana" has not only improved water supply access in Bathinda but has also set the stage for a nationwide movement toward more sustainable, equitable, and reliable water management systems.

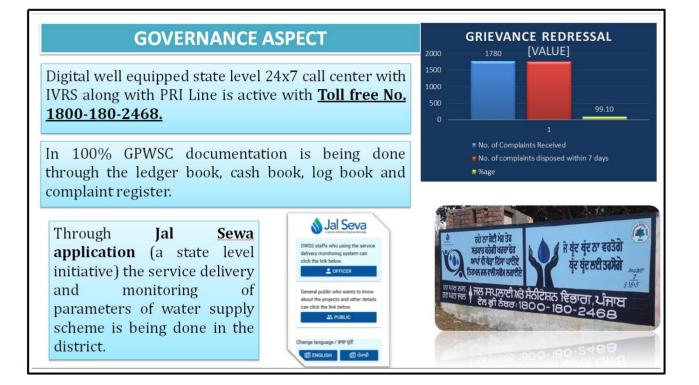
PRESENTATION



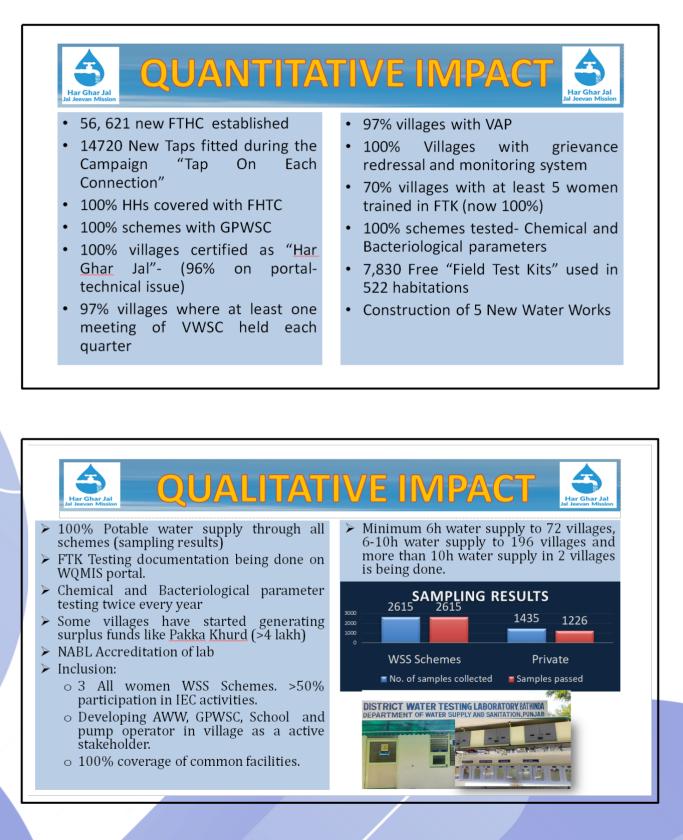


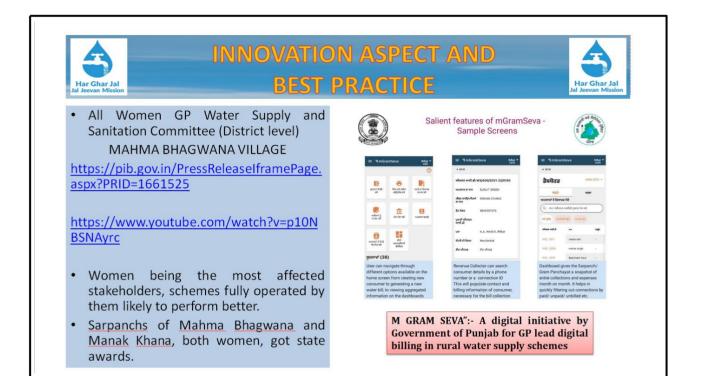








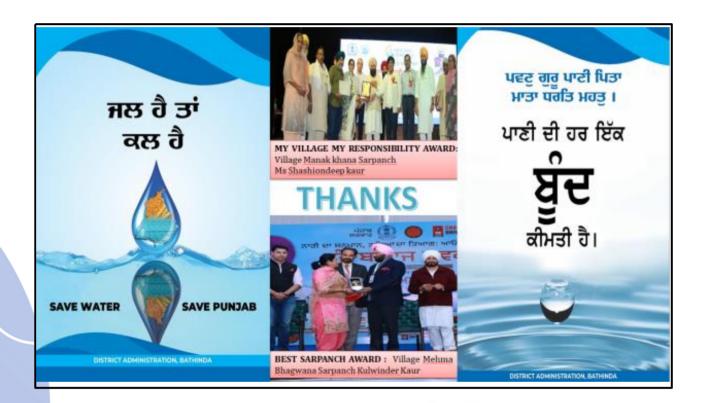








https://youtu.be/p10NBSNAyrc



SESSION - II BRIEF ON THE INITIATIVE HAR GHAR JAL YOJANA, SERCHHIP, MIZORAM

- 1. Though Serchhip receives high annual rainfall, in the monsoon months it used to face acute water shortages. All human habitations are located on hilltops. Hence, pumping drinking water from downhill rivers to the mountain top is a challenging task. A water gap survey was undertaken to assess the issue. More than 7000 (>90% of total) rural households were found to be living on less than 50 litres per capita per day (lpcd), which is the minimum standard for human survival.
- 2. The challenges in scheme implementation were difficult terrain that makes it difficult to source materials and free of cost land for construction of pump house. A Water Supply and Sanitation Committee (WATSAN) has been set up in each village. The WATSAN Committee plays a crucial role in each step of the scheme. They identify the water source, help with the scheme design and arrange land required for the scheme. They also lead other water conservation initiatives like tree plantations, water harvesting, contour trenching, etc.
- 3. District Administration held regular meetings with WATSAN and helped to install solar pumping system to lift water and artificial catchment roof to collect rain water. Ponds and reservoirs were constructed under MGNREGA. Regular checking of water quality using Function Testing Kits (FTK) at district and sub-division level was undertaken.
- 4.6475 Functional Household Tap Connection (FHTC) have been provided including in schools, Primary Health Centres (PHCs) and Anganwadis (out of target of 7313). Now all households get average 55 lpcd of water during dry seasons. 100% FHTCs have been tagged with beneficiary details. 40 reservoirs with 60 lac capacity have been created under JJM. Additionally, 366 water-harvesting structures were also created.

PROCEEDINGS

Smt. Nazuk Kumar, Director, ATI, Mizoram *Initiative in Serchhip District, Mizoram*

Ms. Nazuk Kumar presented the "Har Ghar Jal Yojana," an ambitious initiative aimed at addressing the critical issue of water scarcity in the Serchhip District of Mizoram. Mizoram, a landlocked state in India, shares its borders with Manipur, Assam, Tripura, and Myanmar. Characterized by its mountainous terrain, the state lacks flat areas, presenting unique challenges for infrastructure development and water management.

Serchhip District, located in the central part of Mizoram, experiences distinct climatic conditions with the majority of rainfall occurring between June and September. The remaining months are marked by aridity, creating significant difficulties for the local population in water conservation and management. The swift runoff of rainwater due to the mountainous landscape further exacerbates the water scarcity issue, leading to acute shortages from October to March each year.

The region faces a significant challenge in the storage and accessibility of water resources. A water survey indicated that nearly all households in the district receive less than the prescribed limit of 50 LPCD (litres per capita per day). This dire situation necessitated a comprehensive approach to create a self-sufficient water distribution system that aligns with the local context and available resources.

Under the Jal Jeevan Mission (JJM), the government has made significant strides by ensuring 100% functional household tap connections (FHTC). As a result, the average water



availability has increased to 55 LPCD during the dry season, with even higher availability during the monsoon months. The initiative promotes a holistic approach to water management, addressing both the immediate and long-term needs of the community.

To tackle the challenges posed by the topography and climate, two primary types of water storage projects have been implemented:

- 1. Hilltop Reservoirs: Constructed on elevated terrains to capture rainwater for use during the dry season.
- 2. Pumped Water Reservoirs: Built at lower elevations, these facilities incorporate solar-based and electronic pumping systems. Given the unreliable access to electricity in certain villages, solar pumping systems have proven to be more economically feasible and sustainable in the long run.

The success of the Har Ghar Jal Yojana is bolstered by the active participation and cooperation of local communities. Three villages—Sialsir, Leng, and Hmawngkawn—serve as exemplary models of community involvement in water resource management. Through collaborative efforts, these communities have established water storage reservoirs, revived spring sources, implemented rainwater harvesting strategies, developed watersheds, and constructed ponds.

The remarkable cooperation of the Village Councils in these areas signifies a successful convergence of various governmental schemes, including the Mahatma Gandhi National Rural Employment Guarantee Act (MNREGA) and NABARD (National Bank for Agriculture and Rural Development). The Water and Sanitation Committee (WATSAN) plays a crucial role in ensuring effective management and implementation of these initiatives, fostering a sense of ownership among community members.



Ms. Nazuk Kumar emphasized that the accomplishments of the Har Ghar Jal Yojana extend beyond the Jal Jeevan Mission itself. Multiple departments have collaborated in efforts towards water conservation, involving entities such as the Forest Department, Rural Development Department, and local administrative bodies. This multi-faceted approach effectively underscores the collective responsibility of all stakeholders—government departments, communities, and local organizations—in ensuring that every individual has access to potable water.

In conclusion, the Har Ghar Jal Yojana is a transformative project that not only addresses the immediate water shortages faced by the inhabitants of Serchhip District but also promotes long-term sustainability and community resilience. Through innovative solutions for water storage and a strong framework for community participation, the initiative exemplifies an effective model for managing water resources in challenging terrains. The collaborative efforts among various departments and the active participation of local communities stand as a testament to the commitment towards achieving water security for all citizens.

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PRESENTATION

PROMOTING SWACHH JAL (CLEAN JAL) THROUGH HAR GHAR JAL YOJNA

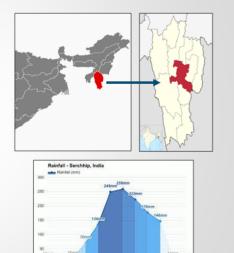
Prime Minister's Awards For Excellence In Public Administration 2022 for <u>Serchhip</u> district

> Nazuk Kumar Director ATI, Mizoram



Serchhip faced acute drinking water shortage in winters!

Area	1421 Sq. Km
Population (2022)	90,000 (scattered villages)
Terrain	Mountainous, Inaccessible
No of RD Blocks	2
Number of JJM villages	36
Literacy rate	97.91%
Average annual rain:	2382 mm
Major sources of water:	Rivers- Mat, Tuichang, Tuikum
No. of HHs below 50 lpcd: ~5840	
Acute water shortage from Oct to Mar: 7.3 lakh litres/day	



Serchhip has achieved 100% of its FHTC target under JJM!

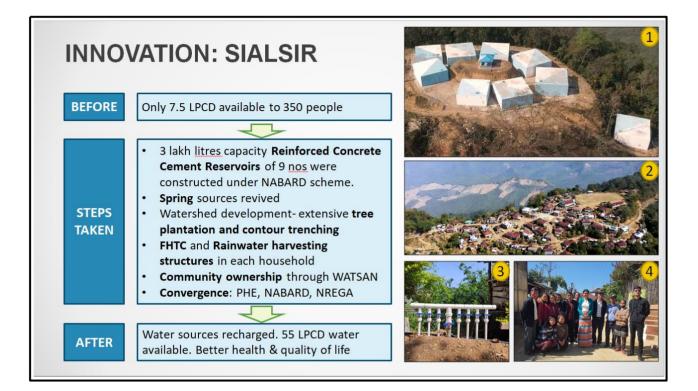
ACHIEVEMENTS UNDER JJM	
Average LPCD available (dry season)	55
No. of FHTC provided (Jan 23)	7313 / 7313
No. of Scheme completed	100%
FHTC Tagged with Beneficiary	100%
No. of Reservoirs created under JJM	40
Capacity of Reservoirs created	60 lac litres
No. of solar pumping scheme	13
No. of multi village scheme	3
No. of water harvesting structures	366

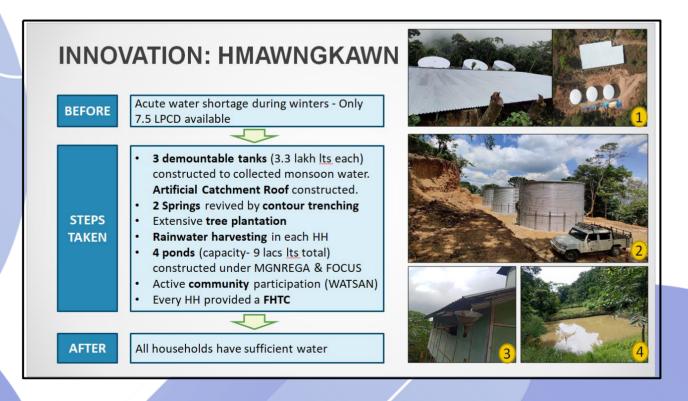


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National Water Awards Best Panchayat Village- North East Zone 1st Place- Leng (2019) & Sialsir (2020) 2nd Rank in High Achievers (4 stars) category under Jal Jeevan Survekshan 2022









WATSAN: JAN BHAGIDARI AT THE VILLAGE LEVEL Chairman - Village Council President, COMP-Secretary - From Young Mizo Association, OSITION Treasurer – Woman (MHIP). Prominent citizens 1. Sensitize and disseminate information and awareness 2. Identification of water source ROLE 3. Monitoring of project implementation 4. Post JJM operations and maintenance 5. Contribute to labor component (5%) 1. Good coordination with PHED Department 2. Village Action Plan created in each village. 3. Metered supply Leng HIGH-4. In each village Plumber, Electrician, Mason trained LIGHTS 5. Women participation: 5 women trained to use Functional Testing Kit in each village 6. Villagers do Shramdaan regularly to repair pipes, clean up etc. Saves labour charges.

WATER CONSERVATION BEYOND JJM- CONVERGENCE

Department	Achievement
Forest Department	5,68,084 Trees planted (2021-22)
Forest Department	50 Bunds created (2021-22)
Rural Development	205 Water related works under NREGA
Rural Development	75 Amrit Sarovars created (2022)
Local Admin. Dept.	84 works under 15 th FC Tied Grants worth Rs. 3.6 Cr (2020-21)
FOCUS	42 Water delivery channel under WRC
FOCUS	117 Check Dams created
FOCUS	34 Water harvesting structures made

Water conservation is everyone's business! Ownership with District WATSAN Committee Motivate, Measure and Monitor!!



_National Good Governance Webinar Series



VOTE OF THANKS

by: Shri Rohit Anand

Director, Department of Administrative Reforms & Public Grievances, Government of India

Shri Rohit Anand, Director, Department of Administrative Reforms & Public Grievances, expressed his heartfelt thanks to all the esteemed 458 participants, including senior officials from the Central and State Governments, District Collectors, District Magistrates and distinguished speakers, for their valuable presence at the 26th webinar of the National Good Governance Webinar Series on the theme of Har Gha Jal Yojana.

The Director, DARPG conveyed his heartfelt thanks to both Lead Speakers namely, Shri Showkat Ahmad Parray, Deputy Commissioner, Bathinda, Punjab and Ms. Nazuk Kumar, Director, ATI, Mizoram for their insightful presentations. He commended their initiatives in their respective districts in Har Ghar Jal Yojana which the villagers in the entire districts benefitted.

In his concluding remarks, the Director thanked all the participants for taking time out of their busy schedules to attend the webinar.



















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