PPP Model on Water and Sanitation: An Assessment of Samudayik Sahbhagita Kendras (SSKs)

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People-Panchayat Partnership (PPP) Model on Water & Sanitation Services

An Assessment of Samudayik Sahbhagita Kendras (SSKs) Mahoba, Uttar Pradesh

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Dr. Rakesh K Singh
INTRODUCTION

In many developing countries, operation and maintenance (O&M) of hand-pumps and other small, community water supply systems in rural areas have often been neglected. Sanitation, in particular, is given much less attention in practice, even though “water-supply and sanitation improvements” are often mentioned together. This has led to some alarming situations, with most of the existing rural hand-pumps/ water-supply systems inoperative at any given time, and majority of people lacking access to any type of improved sanitation. The lack of such services is degrading for the affected people and has a serious impact on their health and wellbeing. Therefore, public-private partnership (PPP) models, wherein communities contribute a pre-determined amount to cover costs of maintenance of water sources plus a profit element, have been operating successfully in many countries, especially in African and Asian countries for many years.

Keeping in mind that PPP model is extendable to operation & maintenance of hand-pumps/water supply schemes for a group of villages\(^1\), especially in the water scarce Bundelkhand region of Uttar Pradesh, Gramonnati Sansthan, Mahoba, with support from WaterAid and Charity Water took up an initiative to establish four PPP Centers – one each in the four blocks of Mahoba district of Bundelkhand region of Uttar Pradesh, namely, Kabarai, Charkhari, Panwari and Jaitpur. Apart from taking up operation and maintenance of hand-pumps through trained community level mechanics, these PPP centers locally known as People Panchayat Partnership Centers or Samudayik Sahbhagita Kendras (SSKs), offer facilities like water quality testing, ISI marked material concerning sanitary, hand-pump and other related parts.

The establishment of PPP centers has resulted in marked improvement in arresting down time response of hand-pump repairs in the region. It has ensured sustainable functioning of drinking water system by reaching out around 2,25,302 beneficiaries through 4166 repairs of hand-pumps (between Jan 2011 and March 2012) in the implementation villages and demonstrated a replicable model for supporting O&M work by trained mechanics from villages. These centers have built a cadre of trained mechanics to support O&M work and local community group action through formation of Village Water Sanitation Committees (VWSCs). By building capabilities and knowledge base of VWSC functionaries, they have facilitated demand generation and access for new water sources and sanitation services. Breaking the gender stereotype, they have even helped empowerment of community women mechanics.

**The Framework & Methodology**

While evaluating the functioning of PPP centers, the evaluator has used the frame provided by their stated objectives, such as, improvement in water and sanitation facilities, availability of trained hand-pump mechanics, information dissemination, provision of consultative services on water and sanitation in the region, and looked into the implementation structures and long-term sustainability of these centers. An attempt has also been made to examine how the programme is being perceived by the community/ beneficiaries and stakeholders. The method applied for evaluation was two-pronged - a). Discussion with key informants, such as, project staff members, trained hand-pump mechanics, including women mechanics at the centers, PRI representatives, Government/Jal Board officials, etc., about the strengths and weaknesses of the centers and their management, and b). Screening of data being maintained by Gramotthan Sansthan and the four PPP centers.

**THE BACKGROUND**

Before undertaking a detailed view of the main accomplishments and limitations of the initiative, if any, a brief description of the background of the implementation area is worthwhile.
The Bundelkhand region of Uttar Pradesh comprises seven (7) districts, namely, Jhansi, Jalaun, Banda, Chitrakoot, Hamirpur, Lalitpur, and Mahoba. Total geographical area of the region is 29,418 square kilometers\(^2\), which is about 12 percent of the area of Uttar Pradesh. Population of the region is about 9.6 million\(^3\), which is 4.8 percent of the State population. The average annual rainfall varies between 750 to 850 mm but most of it is lost to runoff. The climate is typical subtropical punctuated by long and intense summer.

The region is traditionally a water scarce one characterized by frequent occurrences of draughts. Every year, hundreds of people and thousands of fauna die due to scarcity of water. It has let loose a severe livelihood crisis. Loss of agriculture is a major issue of concern. However, the issue of availability of drinking water has not got the emphasis it should have. Various field reports suggest that the crisis of drinking water is unprecedented while the provisions for it are much less than expected. Hand-pump installation has been promoted and accepted as the sole solution for drinking water/domestic water requirements in the rural areas across the region.

The recent drought spell has been so intense, as many local residents say, that for the first time in recent past drinking water sources had almost dried up. The dominant sources of drinking water - dug wells and masonry wells - have been badly impacted. On the other hand less surface water led to depletion in groundwater due to less recharge. This has left thousands of hand-pumps defunct. In a situation of overall water scarcity, and particularly when drinking water is a problem, sanitation has suffered. This has further added to people’s woes in terms of bad health.

### WATSAN in Mahoba

The situation becomes more critical once it is seen in terms of Mahoba district of Bundelkhand region of Uttar Pradesh, which has also faced severe draughts for many consequent years. Hand-pumps are the only available source of safe drinking water installed under various schemes by the government department. Out of the total 13829 hand-pumps installed in Mahoba district, about 11,635 hand-pumps have been

<table>
<thead>
<tr>
<th>District</th>
<th>Inhabited Villages</th>
<th>Hand-pumps installed (March 2009)</th>
<th>Rural Population</th>
<th>Average HP/Pers.</th>
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<td>764</td>
<td>17946</td>
<td>1164749</td>
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<td>Jalaun</td>
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<td>21150</td>
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<td>1523378</td>
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<td>Hamirpur</td>
<td>521</td>
<td>15974</td>
<td>894707</td>
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<td>Mahoba</td>
<td>421</td>
<td>10315</td>
<td>690577</td>
<td>67</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>4567</strong></td>
<td><strong>114705</strong></td>
<td><strong>7462356</strong></td>
<td><strong>65</strong></td>
</tr>
</tbody>
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\(^3\) Provisional Population Tables, Census of India-2011  
\(^4\) Uttar Pradesh Jal Nigam figures  
\(^5\) Census of India-2011, ibid
installed in rural areas till the year 2009 to cover existing population of 415 inhabitant villages. Though the number seems quite sufficient to meet people’s demand for water in the district, the receding water table causes frequent technical snags in the smooth functioning of these hand-pumps. Likewise, the operation and maintenance of these hand-pumps are also one of the key areas of concern. A survey conducted in year 2010\(^6\) indicates that lack of adequate O&M resulted in disfunctioning of around 45% of the installed hand-pumps in the district.

While source installation of hand-pumps is the responsibility of U.P. Jal Nigam, their operation and maintenance in rural areas is the responsibility of Panchayats. Therefore, ‘Village Water & Sanitation Committee’ (VWSC) formed under the PRIs have specifically been made responsible for the same. Unfortunately, however, Panchayats are ill-equipped for proper O&M of hand-pumps. They do not have trained technical hands. There is shortage of spares and tools as well. As a result, Panchayats are still dependent on a few locally available semi-skilled private mechanics for O&M requirements who often take advantage of the situation. Despite non-assurance of timely repair and quality services, private mechanics do charge exorbitantly from the people. People have to wait for days and months for their hand-pumps to get repaired. During this period, they are also forced to use water not fit for consumption. Similar is the situation for other works such as toilet construction, boring, water quality testing and so on. There are no masons, who could be contacted for such construction work and no laboratories either services of which could be hired for water quality testing.

PPP Centers: Response to the Problem

Realising that solution to the problem can only be through awareness generation, surveillance, monitoring and testing along with better WATSAN services at the grassroots level, Gramonnati Sansthan, with support from WaterAid-India, established a named Samudayik Sahabhagita Kendra (SSK) as a People Panchayat Partnership (PPP) model at Kabrai, Mahoba in 2008-09. Since it was a unique and innovative community based initiative on the basis of the felt need of the people and involved efficient, timely and low-cost operation and maintenance of installed hand-pumps by a cadre of trained and ready to move community based mechanics and masons with superior tools, spares and vehicle at their command, the Center became an instant success in no time. With support from Charity Water, the initiative was soon expanded with the opening up of three additional Centers in the remaining three blocks of Mahoba, namely, Charkhari, Jaitpur, and Panwadi.

\(^6\) Comparative Assessment of Time factor in Repair and maintenance of Hand-pumps (2010), Gramonnati Sansthan, Mahoba
ACCOMPLISHMENTS

A Cadre of Trained Mechanics

The centers are being managed by a dedicated team of trained mechanics consisting of 21 male and 6 female mechanics. They are all involved in hand-pump repairs, water pipeline repairs and guiding the community on water quality. Around five mechanics are also skilled in manual borehole drilling, masonry and electrical works. All the centers have complete facilities for water quality testing and service by trained lab technician. During hand-pump repair works in the villages, the mechanics also guide people for testing the water quality.

The mechanics are well trained to attend both minor and major repairs of hand-pumps and other technical problems of the water sources. Major repairs are those which needs repair below the hand pump unit for which the entire assembly needs to be taken out and minor repairs are those related to the hand pump unit itself like chain, nut bolt, washers. The number of major and minor repairs attended to during January 2011 to March 2012 is given below:
During the fourteen (15) month period (between January 2011 and March 2012), the trained mechanics of the four PPP centers were involved in 4166 hand-pump repairs in total, consisting of 2365 major and 1801 minor repairs. Thus PPP centers have been able to establish their importance among the community and PRIs on the basis of rendered services.

**Reduced Repair/ Response Time**

The key motto of the centers is to restore the water services to people within 24 hours of reporting of the complaint. The project has been highly successful in reducing the lag time of the hand-pumps and the details of response time are given below:

![Response Time of PPP Centers](image1)

![Response Time of Individual PPP Centers](image2)

The centers were able to attend to 64% of the complaints within 24 hours with only 36% complaints taking more than two days due to reasons like long distance, major repair and non availability of required spare parts.
Out of the four, Jaitpur and Panwadi PPP centers seem to have the lowest response time with 85% and 76% of the complaints being attended only within 24 Hrs, respectively.

The reduced response time in O&M of hand-pumps reflects that PPP centers have successfully understood the need of the community and people who were earlier (prior to the establishment of PPP centers) facing a major problem due to delayed response, ranging as much as between one week and three (3) months.

**Partnership with Panchayat Raj**

Operation and maintenance of installed hand-pumps in rural areas is the responsibility of Panchayat Raj Institution, and adequate budgetary allocation is available for the same\(^7\). However, due to lack of community level technical support (skilled manpower), spares and tools at Panchayat level, repairs of defunct hand-pumps is a major problem. It is in this context that PPP centers have been striving hard to develop meaningful and sustainable partnership with Panchayats for O&M work, which is potentially a win-win situation both for Panchayats and PPP centers. The idea is to bridge the gap between the roles and responsibilities of PRIs and required people centered service delivery mechanism for repair and maintenance of drinking water sources.

The details of registered complaints indicate that other than a few individual hand-pumps, most of these complaints are in relation with community units which are under direct responsibility of PRIs. During the last 15 month period (January 2011 to March 2012), the four PPP centers attended 4166 O&M complaints in total. Out of these, an overwhelming 2882 complaints (69%) came from PRIs only.

\(^7\) In Uttar Pradesh, installation of hand-pumps, which is a major source of drinking water in rural areas, is the responsibility of UP Jal Nigam. However, O&M has been transferred to Panchayats without establishing appropriate O&M facilities.
This clearly indicates that PPP centers, because of quality of their services at affordable rates, have established good acceptance not only among the people from the villages but with the PRIs also. People from most of the Panchayats get directly in touch with PPP centers to inform and register for O&M services.

As a result of the concerted efforts made by the four PPP centers, their coverage showing spread of activities in the four blocks of Mahoba is presented below:

All the four PPP centers are established near the block headquarters and cover nearly 110 Gram Panchayats of Mahoba (51.2 percent of the total 215 Gram Panchayats). Out of these, these centers have so far signed agreement with eleven (11) Gram Panchayats to attend to their overall demand for O&M of hand-pumps. Discussion with many other Panchayats is in good progress and the PPP centers are quite hopeful of signing similar O&M agreements with them soon.

**Mobile Connectivity**

Mobile phones have emerged as the most preferable and comfortable way of communication these days. From August 2011 onwards, therefore, the Head Mechanic or in-charge of each PPP center has been provided with a mobile phone not only to register O&M service requests over phone, but also to manage, track, and direct/guide his team of trained mechanics, who are also in possession of mobile phone, for timely and effective O&M services in the region. Mobile connectivity has provided community members with enhanced access to the services of the PPP centers. Now people do not
essentially need to go to a PPP center just to lodge an O&M complaint. Most of the complaints are being registered through mobile phones only. If an installed hand-pump in a specific Gram Panchayat is broken, the Pradhan or the community members can just ask for the services of a PPP center over phone. The reduced response time for hand-pump repairs in the region can also be attributed to increased mobile connectivity to some extent.

With effect from August 2011 (when each PPP center was provided with a mobile phone connection), the total combined complaints registered through mobiles at the four PPP centers has always been outnumbing the total combined physically registered complaints at these centers. Thus mobile connectivity has emerged as a key component towards achieving demand generation and creating a sound service delivery mechanism for O&M of hand-pumps in the project villages. It has also been instrumental in cutting down the overall O&M/repair cost for hand-pumps and speedy redressal of the breakdowns.

**Empowerment of Women**

Bundelkhand is infamous for its socio-cultural traditions which hardly give any space to women in public sphere. Women with ‘Ghoonghat’ do not usually participate in meetings except SHG meetings. Their participation is limited to presence in the meeting and not in decisions. Realizing that it is important to boost her confidence and give her
status in the family and in village, the PPP centers have successfully identified a group of women and trained them in hand-pump repairs. Some of them are now attached with the centers and providing useful support to the experienced mechanics. Including mechanics-in-training and several who work part time, the four PPP centers have 27 women mechanics at their command. Many of them have also become part of the village committees and acting as change agents and symbol of women empowerment in the region.

Many of the women mechanics have been landless agricultural labourers before they learned hand-pump repair, and many are members of the Dalit, or Untouchable, caste - the most downtrodden in Indian society. It was at first hard to find women who wanted the job. Even some who completed the training didn’t want to go out to villages and work in public. Now, however, wherever they go, village men accept them and women embrace them. Involvement of women hand-pump mechanics like Ramrati Devi, Sheela Devi, Asharfi, Radha Devi, and Savitri Devi has established a role model among the women folk of the area. Seeing a mechanic in yellow hardhat and sari has opened up the spectrum of possibilities for village women.

**Changing Social Relations**

Social relations in Bundelkhand are still based on the feudal system. In a caste-based hierarchal order, elements of untouchability are widely prevalent in the rural areas. Different caste groups often prefer residing in separate areas/tolas within the same village. They also prefer having separate water sources, including hand-pumps, for each social/caste group among them. At public water sources, dalits are often denied access, or have restricted access. In non-dalit homes, dalits are not expected to

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8 Around 15 women were trained in hand-pump training in November 2011
enter some or all parts of non-dalit homes. However, with the increasing acceptance and popularity of the trained mechanics of the PPP centers for O&M of hand-pumps, most of which are from the backward and scheduled castes, traditional social relations are witnessing a welcome change.

The entry of backward or scheduled caste mechanics into dominant caste homes or areas for hand-pump repairs is a now common sight. “Irrespective of whose hand-pumps we attend to, dominant caste ones or those of dalit groups, we are being praised and treated well for our skills by one and all’, said Savitri Devi, an SC woman mechanic of the Panwadi PPP center. Significantly, out of the 27 trained mechanics attached with the four PPP centers, 14 belong to SC category and 12 to OBC category. Only one (1) among them is from the ‘General’ category.

Hygiene and Sanitation Education

Apart from providing O&M services for hand-pumps, the four PPP centers also act as change agents with regard to hygiene and sanitation education in the region. People around the centers are curious to get information concerning health & sanitation, spare parts and water quality testing and improvement. The trained mechanics of the centers, especially the women mechanics, have regularly been sensitizing the community about the importance of safe drinking water, water quality testing & improvement, and other health and sanitation issues in the region. The focus is on generating greater awareness and also to reinforce the behavior and practices regarding drinking water, sanitation and hygiene.

IEC (information/ education/ communication) materials in the form of booklets, brochures and pamphlets have been kept at every PPP center for distribution among the visitors/ people so that anyone coming to the centers could get detailed information. This informative material gives detailed and specific information not only about various services of PPP centers and their charges, but also on water sources, importance of safe drinking water and proper health & sanitation facilities.
The supportive supervision/management of PPP centers is still in the hands of a dedicated team of Gramonnati Sansthan staff members consisting of Programme Coordinator and Block Coordinators under the direct supervision of the Program Director. Understanding that effective, regular and sustainable repair and maintenance of hand-pumps and water pipelines in the project areas is impossible without an accountable and responsible management system, it has duly deployed a trained team of mechanics/masons working in close coordination with Center In-Charge/ Master Mechanic at each of the four PPP centers. In total there are twenty (20) hand-pump mechanics/masons, including four (4) Center In-Charge/ Master Mechanic - one at each center. Following a transparent management system, record keeping has been made essential at all the four PPP centers. In accordance with set norms at this level, every center has to maintain records, such as, attendance register, complaint register, stock register, duty slip, bill book, asset register, ledger, cash book, daily record, and bill & vouchers. Each PPP center has also opened a separate savings bank account to deposit 10% of the earnings/income of mechanic(s) therein as operating cost(s)9 of the center. However, a close look at the overall functioning of the PPP centers reveals that their management still remains deficient in many respects. Some of these are described below:

- Gramonnati Sansthan has so far been unable to adequately educate the associated mechanics about the need and importance of the 10% contribution they have to make towards operating costs of the PPP centers. As a result, there has been widespread under-reporting of hand-pump and pipeline repairs they undertake, just to avoid the mandatory contribution.

- The demand for hand-pump repairs & maintenance is quite huge in the project areas. Services and efficiency of the mechanic(s) from PPP centers are also well appreciated. However, the records of PPP centers (as maintained through various registers) and their MIS data don’t show a matching growth in demand for their services and the resultant income they get for obvious reasons. Needless to say, the supervisory role of Gramonnati Sansthan to check under-reporting by the mechanic(s) is simply not good enough.

- There is currently too much power concentrated in the hands of Master Mechanic at each PPP center it seems. It is they who are running the show, so to speak. As we know,

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9 While ninety percent (90%) of repair charges go to the mechanic(s) conducting the repairs, the remainder ten percent (10%) goes to the PPP center, deposited with the bank as its operating costs (such as rent of the center, costs on communication, electricity, refreshments, vehicle, maintenance, etc.)
every PPP center has at least five (5) mechanics, including the Master Mechanic or the in-charge. However, it is only the Master Mechanic who has been provided with a mobile phone to register O&M service requests over phone, and manage, track, and direct/guide his team of trained mechanics. This makes receipt of service requests by PPP centers rather centralized, which is definitely quite uncharacteristic of a ‘decentralized mechanism’ for effective operation and maintenance of drinking water sources in rural areas. Why cannot there be a more decentralized system of service requests and delivery in place?

- Usually it is only a handful of mechanics, including the Master Mechanic, who are involved in attending to the majority of service requests for hand-pump repairs & maintenance. This means that the lion’s share of the earnings of the center goes to the Master Mechanic and his close associates only. Other fellow mechanics, especially the women mechanics, are left out in the process – they are not only short of frequent field exposure, but also of decent earnings. This should stop. Women mechanics should not be treated just as helpers only or daily wage labourers to be paid meagerly at the mercy of the Master Mechanic. Efforts must be made for a better and more equitable distribution of work and income.

We have to understand that the management of PPP centers needs to be substantially improved - not only to check under-reporting of repairs by the mechanics, but also to check hegemony of Master Mechanics in their overall functioning. Accurate reporting of hand-pump repairs by the mechanics is crucial for the sustainability of PPP centers, and to identify the real problems and find solutions for the same. Perhaps there is also need for redefining the scope of 10% contribution by the mechanics (made out of their earnings from hand-pump repair and maintenance) to the PPP centers. Currently, it is limited to their ‘operating costs’ only. In future, however, with greater expansion of PPP centers, the management would need to think of incorporating in its ambit, social welfare measures for mechanics, such as, provident fund, insurance coverage, loan facilities, etc. There should be no confusion at all among the mechanics about the exact nature and use of their contribution to the PPP centers.

**PROFITABILITY & SUSTAINABILITY**

The PPP centers are charging for all repair works which they undertake and this includes charges for labor and quality spares they provide. The labour charge for minor repairs is Rs.100, for major repair Rs. 200 and for assembly line repair it is more than Rs. 300. The user charges are based on the prevailing market rate but PPP centers are
distinct for quality of services, quick reach and zero re-complaint the repaired hand pump as they offer guarantee for the repair work undertaken by them.
A review of the financial records shows that during the last 15 months (between January 2011 and March 2012), the income of the PPP centers has consistently been greater than their profits, resulting in significant profits throughout. While total income of the four PPP centers during this period has been Rs. 8,47,474/- in the form of service charges and sale of spare parts, if any. Total expenditure during the same period, consisting mainly of labour charges, transportation cost, rent, etc, works out to be Rs. 6,34,658/-, thus resulting in a financial gain/profit of Rs. 2,12,816/-. With increasing coverage of the centers and demand for their O&M services showing a definite boost, it is expected that their financial gains would increase substantially in the years to come. The capacities of the skilled mechanics have shown marked improvement during the project implementation period and they are much willing to manage and sustain the centers on their own on the business model of WATSAN, as sources of their livelihood.

To ensure long-term sustainability of the centers, generation of enough demand for O&M of hand-pumps in the implementation areas is absolutely critical. This would require expansion in the reach or coverage of the PPP centers and widening the range of services as well. These in turn would require the following:

a). Good marketing of their services, which have arrested the down time response of hand-pumps in the implementation areas. This is possible through a variety of ways, such as promotion during outreach camps/village level meetings, block level rallies, distribution of publicity materials listing the variety of services and quality of the services rendered through the centers;

b). Diversification of the services of the centers, which mainly consist of hand-pump repairs only. The centers would have to enter into supply or sell of quality spare parts also, which has tremendous potential to strengthen their sustainability. However, availability of local spares at half the ISI ones in the market is a major challenge; and

c). Greater efforts towards partnership with Panchayat Raj Institutions, which are not only responsible for O&M of installed hand-pumps in rural areas, but have adequate budgetary allocation available for the same also. Continued engagements with PRI representatives to sign more and more formal agreements for O&M services would certainly be helpful.

The main focus of such engagements or meetings should be explain in detail about the WASH issues and how the PPP centers could be utilized to get the drinking water sources repaired within 24 hours of time.
CHALLENGES

The non-supportive nature of some PRI representatives continues to be a major challenge for sustainable demand generation for the O&M services of the PPP centers. Quite a few PRI representatives do not even understand the importance of up-keeping the hand-pumps installed to serve the community, and therefore sometimes they hesitate to cooperate.

The Panchayats have the required budget to pay for the services for the repair or construction of water and sanitation related facilities, but in many cases, PRI representatives either demand a commission before making the payments or sometimes simply ignore payments.

Even though each PPP center is in possession with a motorbike to support the team of trained mechanics to reduce travel time as well as stress of the trained mechanics, reaching out the operation points faster still remains a problem since all the mechanics cannot travel by motorbike at the same time. The majority of the mechanics still have to travel on bicycles with a load of their required tools. This doesn’t help in expansion of their services far and wide.

Availability of private non-trained mechanics in the region often offering O&M services for hand-pump repairs at comparatively cheaper rates also poses challenge to the expansion of the services of the PPP centers in wider areas.

Regular skill up-gradation of the trained mechanics of the PPP centers would also be important. Some mechanics have already come forward with request for support in enrolling themselves in government recognized short term courses. This would be an essential eligibility requirement for the centre to participate in bidding process for major repairing works that come under the local government departments and institutions. This is also important for the financial sustainability of PPP centers and improved livelihood options for the mechanics.

CONCLUSION

The four PPP centers of Mahoba, functioning successfully and generating enough resources without project assistance, are innovative examples of decentralized and organized complementary mechanism for effective operation and maintenance of drinking water sources in rural areas. Awareness generation and community education backed by a cadre of trained and competent human resource with adequate equipments/ tools and spares support has transferred the situation in favour of the community members.
The success of the PPP centers has clearly articulated the point that community groups are ready to pay for the quality services as this is evident from the user fees collected by the PPP centres from community groups. It has also proved that there is no need for supplementary or parallel capital intensive intervention to address problem of O&M of water sources/ hand–pumps to ensure sustainable and safe drinking water for all. The People Panchayat Partnership model can be highly effective both in terms of functioning and cost.

UP Jal Nigam, the government department responsible for development and regulation of water supply services at the district and State level, is in full knowledge of the operation and services of PPP centers to ensure regular safe drinking water accessibility. During various interfaces of UP Jal Nigam officials with community members and PPP center mechanics organised by Gramonnati Sansthan, Jal Nigam officials have been quite appreciative of the efforts and O&M services of the PPP centers at the local level. The need of the hour is to continue leveraging government support through PRIs on regular basis for O&M of hand-pumps in the region.

As a self-sustaining business model with a people centric approach, PPP centers are accountable not only for sustainable level of turnover to sustain their infrastructure and team of trained mechanics but also for the community they serve. It is recommended that this model should be replicated in other areas also, while keeping in mind the learning and experience of the organization. Needless to say, while replicating in other areas, we would need to have minor modifications in terms of implementation strategies and processes on the basis of local situations.
Interaction with PRI Representatives

Interaction with Water User Group Members

Interacting with a local UP Jal Nigam Official

Copy of an Agreement with PRI

Women Trained Mechanics at Panwadi PPP Center

Women Trained Mechanics at Jaitpur PPP Center