

Book Name	What It Records / Why It's Important	How Often to Update
Receipt Register	Keeps record of all income — user charges, government grants, or donations	Daily
Payment Register	Keeps record of all expenses made for operation, maintenance, or repairs	Daily
Stock Register	Lists all materials, spare parts, and chemicals used in the water system	Monthly
Asset Register	Lists all major assets — tanks, pumps, pipelines, motors, etc.	Update once a year

9.4 Accounting Formats

The VWSC should maintain the proper finance and accounting records in the following suggestive templates:

a) Cash Book Format

Date	Voucher No.	Particulars	Receipts (A)	Total Expenditure (B)	Electricity Charges	Salary/Fixed exp	Consumables	Repairs & Maintenance	Water Quality Monitoring	Administrative Expenses	Other Expenses	Balance (A-B)
Monthly Total												

b) Bank Book Format

Date	V. No./ Cheque No.	Particulars	Receipts (A)	Total Expenditure (B)	Electricity Charges	Salary/Fixed exp	Consumables	Repairs & Maintenance	Water Quality Monitoring	Administrative Expenses	Other Expenses	Balance (A-B)
Monthly Total												

c) User Fee Receipt Register Format

Date	Beneficiary Name	Receipt No.	Amount (₹)	Mode	Deposited to Bank (Y/N)	Remarks

d) Payment Register Format

Date	Voucher/ Cheque No.	Particulars/ Expenditure head	Invoice no.	Amount	Mode	Paid To	Remarks

e) Stock Register Format

Date	Item	Quantity Received	Quantity Issued	Balance	Purpose	Issued To	Remarks

f) Asset Register Format

S. No.	Description of Asset	Quantity	Date of Purchase	Cost (₹)	Location	Condition	Remarks

9.5 Important Notes for Financial Record-Keeping and Payment/ Expenditure

a) Financial Record-Keeping

- VWSC should keep only minimum cash in hand and withdraw money from the bank as and when needed.
- Preferably, the Cash Book must be updated on the day of transaction.
- The cash in hand should always match the total shown in the Cash Book.
- The Bank Passbook or bank statement must be updated regularly, and the Gram Pradhan should check it on a regular basis.
- All cheques must be signed by at least two authorized members of the VWSC.
- Cheque books (new, used, or in use) should be kept safely with the authorized signatory.

vii.) The cheque number must be written in the bank register at the time of payment.

viii.) All cash, cheques, or demand drafts received must be deposited in the bank on the same day or the next working day.

ix.) VWSC may use a combined (dual) format Cash/Bank Book for easy record-keeping.

b) Payments and Expenditure

- Check every bill carefully before making any payment.
- Give each bill a voucher number and write it in the cash book.
- Attach proper proof with every bill like receipts, approval letters, or purchase slips.
- After payment, write “PAID” on the bill and mention the cheque number and date.
- Spend money only after getting appropriate approval.
- Write every expense detail clearly and mention what work or activity the money was used for.

9.6 Sources of Income & Expenditure Heads

a) Sources of Income (receipts)

Source	Details	Collection Method	Periodicity
Monthly User Fee	Household tariff based on consumption or flat rate	Collected by VWSC operator/ treasurer	Monthly
Receipts from GP	Receipts from Panchayat	Bank transfer	Quarterly
Other receipts	Contributions from individuals	Bank transfer	As received
Interest on Bank Deposits	Income from savings or fixed deposits	Auto credit	Quarterly
Other Income	Sale of scrap, penalties, etc.	Cash/Bank	As received

b) Expenditure (O&M Cost Heads)

Head	Nature of Expenditure	Frequency
Electricity Charges	Monthly bills for pumping operation	Monthly
Staff Payments	Salary to operator, helper, Skilled women for testing etc.	Monthly
Repair & Maintenance	Spare parts, motor rewinding, leakage repair	As required
Chemicals & Consumables	Chlorine, alum, disinfectants, lubricants	Monthly
Water Quality Testing	Testing kits, lab testing fees	Quarterly
Administrative Expenses	Record keeping, stationery, meetings	Quarterly
Miscellaneous	Unforeseen maintenance costs	As required
Contingency Fund	Savings for future replacement	Annual

9.7 Audit of Accounts

A concurrent audit of accounting statements should be done regularly with the help of retired local audit officials. They will handhold in preparation of Receipts and Payment account and can also submit certified documents.

Chapter 10

Peyjal Seva Ankalan



Chapter 10

Peyjal Seva Ankalan

“Community self-appraisal for Better Water Service delivery”

10.1 What is Jal Seva Ankalan?

Jal Seva Ankalan means “checking how well our water service is working.” It is the first step in assessing the functionality of the schemes by VWSCs. Every month, villages need to check how well their own piped water supply system works. This includes:

- Whether the system is functioning properly and supplying enough water regularly.
- Understanding whether beneficiaries are satisfied with the piped water supply services.
- How complaints are being addressed.
- If user charges are being collected.

Village Water and Sanitation Committees (VWSCs) are directed to share the findings of the Jal Seva Ankalan with their respective Gram Panchayats (GPs) on a monthly basis. Based on these findings, GPs must take timely corrective actions to ensure the continued functionality of water supply schemes. Additionally, GPs are required to present a consolidated summary of these findings every quarter (every three months) during Gram Sabha meetings to ensure transparency and community engagement.

Key indicators such as tap functionality, corrective repairs undertaken, technical requests raised to District Technical Units (DTUs), user charge collection efficiency, disinfection activities, and water quality test results will be used as inputs for the GP-level dashboard. These inputs will feed into an interactive dashboard at the District Water and Sanitation Mission (DWSM) level.

All GP-level results will be aggregated to provide a comprehensive overview of the district's performance in delivering water services. Based on these consolidated reports, the DWSM will take appropriate actions to ensure the functionality of schemes and will subsequently release an Annual Functionality Assessment Report.

10.2 Why is Jal Seva Ankalan important?

When a village water supply system starts working, it is not the end, it is the beginning of taking care of it. To make sure every family keeps getting safe water regularly, the system needs to be checked often.

Jal Seva Ankalan is a simple way for every Gram Panchayat and Village Water and Sanitation Committee (VWSC) to review how well their water supply is working. It helps to:

- Spot small problems before they become big.
- Keep everyone — users, operators, and the Panchayat — alert and responsible.
- Move forward with continuous improvement of citizen responsible service.
- Understand how well the water system is being managed.

This exercise will give an idea about the effectiveness of operation and maintenance of the rural piped water supply as per the broader vision of Jal Jeevan Mission.

10.3 How Jal Seva Ankalan Works

Jal Seva Ankalan is a regular check-up of the village water system. Every three months, the Village Water and Sanitation Committee (VWSC) or Pani Samiti will do a self-assessment to see how well things are working. Once a year, the Gram Panchayat will share these findings in the Gram Sabha, so that every villager knows:

- What's working well
- What problems exist

- What needs to be improved

This process makes sure everything is open, honest, and involves everyone in the village.

10.4 What to Check – The Main Points

Each village will look at important points to see how well the water system is being run and maintained. These checks help identify what's working and what needs fixing.

The main areas to review include (Ref. Table below):

- **Regularity of Water Supply:** Is water coming regularly?
- **Adequacy:** Is the water supply adequate for the beneficiaries?
- **Water Quality:** Is the water safe to drink?
- **Responsible citizen and responsive governance:** Jan Bhagidari in terms of user charge collection, citizen feedback, grievance redressal etc.
- **Governance and/ or technical issues:** Communication with GP, DTU and DWSM

Table: The main areas to review include

Incident/ Parameter		Response		Value Where Applicable	Mitigation Strategy, If any
Theme I. Regularity					
1	Whether piped water supplied regularly as per schedule in the last month?	✓	✗	-	-
2	Number of days of disruptions	-	-	How many days?	-
3	Reasons for disruptions	-	-	List of reasons i) ii)	-
4	Whether VWSC/ Pani Samiti/ operator was responsible for the disruption? Specify other reasons, if any	✓	✗	-	-
5	Whether VWSC is capable to manage the disruption?	✓	✗	-	-
5a	If not, whether asked for DTU/ DWSM support?	✓	✗	-	-

Incident/ Parameter		Response		Value Where Applicable	Mitigation Strategy, if any
Theme II. Adequacy					
6	Whether beneficiaries are getting adequate water?	✓	✗	-	-
7	Complaints regarding pressure at the tail ends?	✓	✗	-	-
7a	Reasons for low pressure	-	-	List of reasons I) II)	
8	Whether action taken to mitigate low pressure?	✓	✗	List of actions taken i)	To be resolved either locally or with support from DTU
Theme III. Water Quality					
9	FTK testing done as per protocol and schedule?	✓	✗	If not done, list reasons	-
10	Was there any instance(s) of sample failure last month?	✓	✗	If yes. Record the instances.	Take guidance from DTU to mitigate the issues.
11	Whether remedies provided in case of sample failure instances?	✓	✗	List the remedies for sample failure instances	-
12	Whether there is any citizen complaint(s) regarding water quality?	✓	✗	Number of complaints? Record nature of complaints	-
13	Whether chlorination/ disinfection done in the village RPWSS as per schedule?	✓	✗	If not done, list reasons	Take support of DTU in case of supply shortage
Theme IV. Responsible citizen and responsive governance					
14	Whether beneficiaries are paying user charges?	✓	✗	Record amount of bills generated and percentage of collection for which bills are generated	Encourage timely payment
15	Whether grey water management is being done by beneficiaries?	✓	✗	Record percentage of HHs taken steps for grey water management	Take support of DTU
16	Whether the piped water is being used for purposes other than drinking and cooking by beneficiaries?	✓	✗	If yes, record the other purposes for which the water is being used	Sensitize beneficiaries for demand management
17	Whether efforts for source sustainability taken like Recharge of borewells etc.?	✓	✗	-	Plan recharge works in consultation with DTU

Incident/Parameter

Response

Value Where
ApplicableMitigation
Strategy, if any

Theme V. Governance and/ or technical issues

18	Whether any issue related to PWS raised with DTU/ DWSM/ GP?	✓	✗	Record the number and nature of issues/ support required for PWS	Follow up with GP/ DTU/ DWSM
19	Whether issues raised are resolved?	✓	✗	Record the number and nature of issues not resolved	-
20	Is there any unresolved governance issue?	✓	✗	Record the number and nature of issues not resolved	-
21	Whether trained multi-skilled human resource (HR) available?	✓	✗	-	Train or hire with support from DTU
22	Pendency of the technical bottlenecks escalated to DTU/ PHED	-	-	Pending for number of days	Assess the nature of impact on PWS services to the beneficiaries at large and escalate follow up with DTU/ PHED through GP/ MLA etc.

10.4.1 How to Use the Results

After the Jal Seva Ankalan is completed:

- 1. Discuss in a Village Meeting:** The VWSC should go over the results with villagers. Talk about areas that need improvement: low user fee collection, reasons for water testing delays, or leaks.
- 2. Plan Small Fixes:** Use local resources to solve small problems quickly, improve processes and request for behaviour change of beneficiaries through mass sensitization.
- 3. Share with Everyone:** The Gram Panchayat should present the findings in the Gram Sabha so everyone knows what's happening. This keeps things open and honest.
- 4. Keep Records:** Store the filled form in the Panchayat office. This helps track progress and ensures accountability.

- 5. Entry into GP Dashboards:** Key indicators such as tap functionality, corrective repairs undertaken, technical requests raised to District Technical Units (DTUs), user charge collection efficiency, disinfection activities, and water quality test results are to be used as inputs for the GP-level dashboard. These inputs will feed into an interactive dashboard at the District Water and Sanitation Mission (DWSM) level for appropriate action.

10.3 Jal Seva Ankalan – A Step Towards Self-Reliance

The Jal Seva Ankalan is not about numbers or marks. It is about building self-confidence, awareness, and ownership in every village. When communities check their own systems, they learn to manage them better. It turns government schemes into people's movements where villagers are not just users, but protectors of their water supply.

References

1. Department of Drinking Water and Sanitation, Ministry of Jal Shakti. (2020). Margdarshika for Gram Panchayat & VWSC to provide safe drinking water in rural households. Government of India.
https://jaljeevanmission.gov.in/sites/default/files/guideline/Margdarshika_for_Gram_Panchayat_and_Paani_Samiti.pdf
2. Department of Drinking Water and Sanitation, Ministry of Jal Shakti. (2025). Commissioning Protocol for Rural Piper Water Schemes (JJM)
3. Department of Drinking Water and Sanitation, Ministry of Jal Shakti. (2019). Operational guidelines for the implementation of Jal Jeevan Mission. Government of India.
https://jaljeevanmission.gov.in/sites/default/files/guideline/JJM_Operational_Guidelines.pdf

Annexures



Annexure 1

Various configuration of schemes

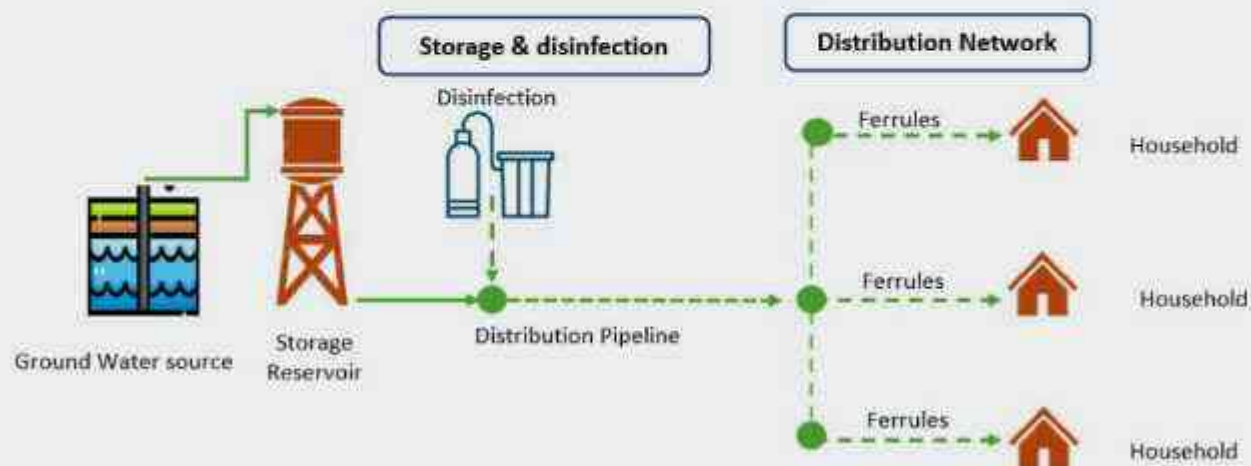


Figure 15: Single Habitation Scheme

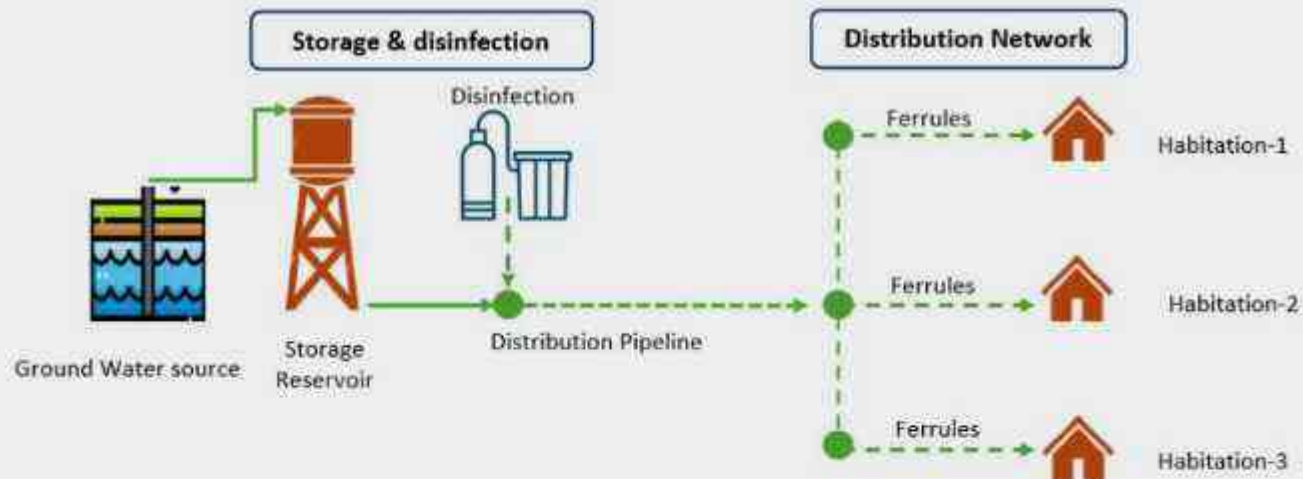


Figure 16: Single Village Scheme with multiple habitations

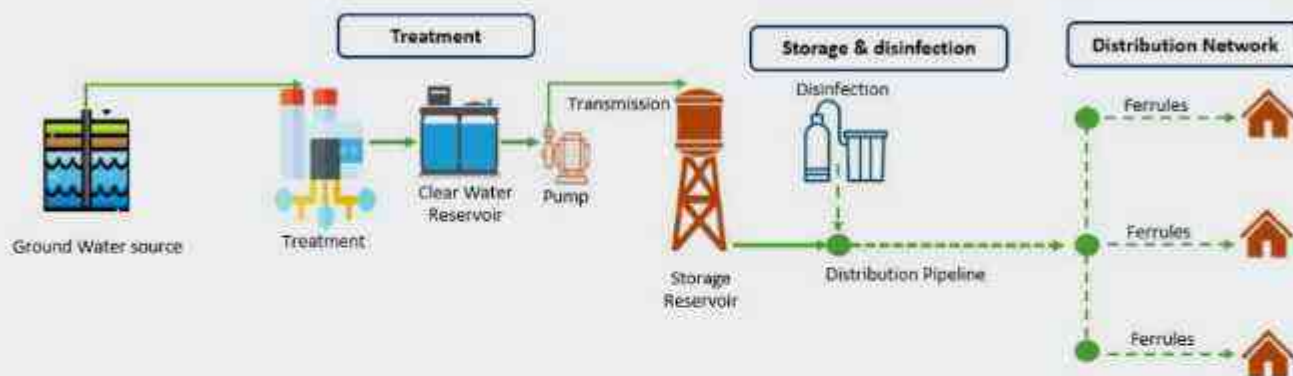


Figure 17: Single Village scheme with treatment unit

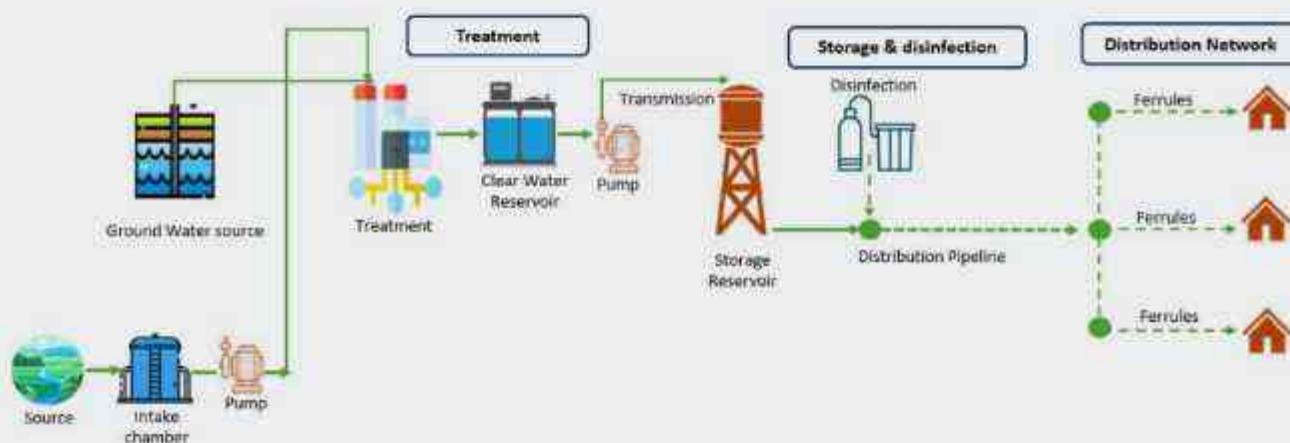


Figure 18: Water Supply scheme which depends on locally available source and water fetched from a distance often located outside the village

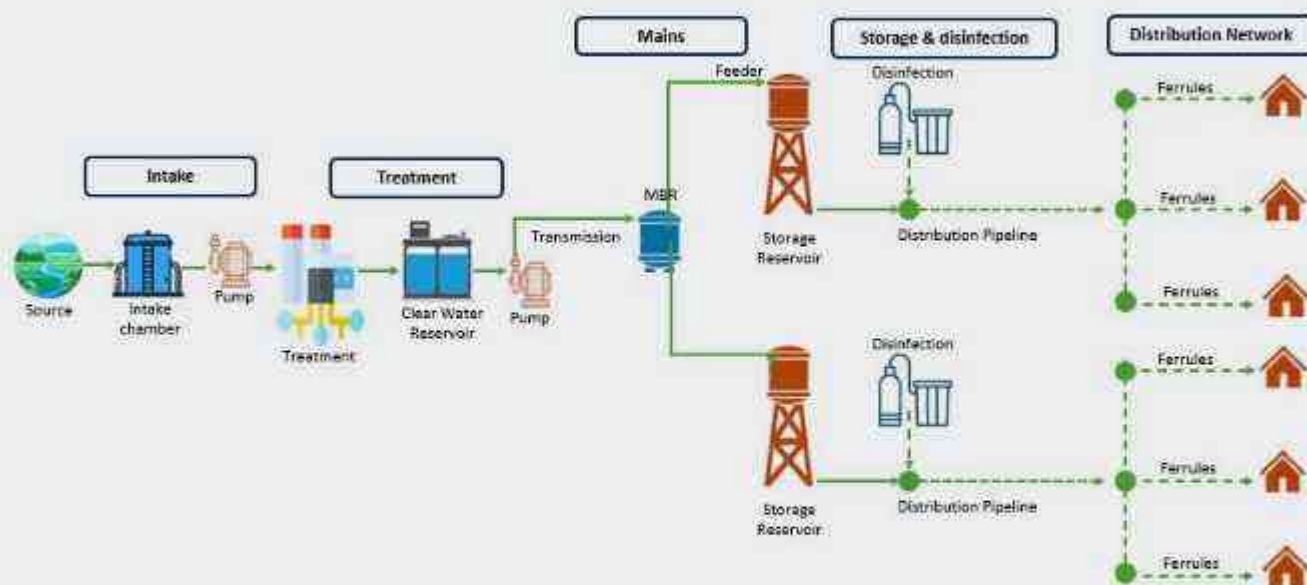


Figure 19: Water supply through a typical large Multi village scheme which do not depend heavily on local village source



Figure 20: Typical assets type of water supply schemes within the village

Annexure 2

Daily, Weekly, Monthly, and Annual Activities

Checklist (overall) for village-based water supply scheme on local source

District: Block: GP: Village:

Scheme Name:

S. No.	Description of activity	Ownership			Frequency
		Pump operator/ Nal Jal Mita	Gram Panchayat/ VWSC/ Pani Samiti/ Elected representative	PHED Official	
1	Source				
a	Is pump/ motor switching on and off without any problems?	Check			Daily
b	Is the water source reliable and sufficient i.e., Providing water adequate for daily domestic needs to all households & whether its physical appearance is acceptable?			Check	Weekly
c	Is the vicinity of the source protected and clean from contaminations such as garbage, animal and human faecal matter, bird dropping, hazardous material?		Check		Weekly
2	Supply and coverage				
a	Whether taps, water meters (if installed), valves etc. are in good working state and leak-free?	Check	Check		Fortnightly
b	Whether water supply reaches the furthest households connected through the water supply scheme in agreed quantity (about 4 buckets per person)?		Check		Weekly
c	Is adequate water pressure available in the taps?		Check	Check	Weekly
d	Whether Water supply is functional to all Schools, Anganwadi, GP Building, health centre etc. from the scheme		Check		Weekly
e	Is water supply consistent and reliable?	Check	Check	Check	Fortnightly

S. No.	Description of activity	Ownership			Frequency
		Pump operator/ Nal Jal Mita	Gram Panchayat/ VWSC/ Pani Samiti/ Elected representative	PHED Official	
3	Distribution system and Maintenance				
a	Are any wet patches of water seen in the village along the pipe? Are pipelines and distribution networks being in good condition without leakage?	Check	Check		Weekly
b	Are there instances of overground routing of pipes and/ or pipes left unattended after taking up a job such as road work, village function, cable laying etc.?		Check		Weekly
c	Is there a system for reporting grievances, issues and feedback such as toll-free number, complaint register etc.?			Check	Annually
d	Are overhead water storage tanks cleaned and disinfected by bleaching powder?	Check	Check	Check	Quarterly
e	Is OHT provided sufficient for the village's needs or do the villagers face shortage or use alternate sources of water to meet their daily demand?		Check	Check	Annually
4	Water Treatment, disinfection and quality				
a	Is water supplied treated and/ or disinfected at source and storage tank (OHR/ GLSR etc.) (through bleaching powder/ electro chlorinator/ any other means)?	Check			Daily
b	Are treatment plants regularly maintained and monitored?			Check	Monthly
c	Is water quality regularly tested i.e., water samples sent to labs for testing and surveillance through FTK (min. 2 houses per village per month and schools & AWC each for Turbidity and RCL)?		Check	Check	Monthly

S. No.	Description of activity	Ownership			Frequency
		Pump operator/ Nal Jal Mita	Gram Panchayat/ VWSC/ Pani Samiti/ Elected representative	PHED Official	
5	Sampling location wise check for treatment for Chemical & Bacteriological contamination/ disinfection				
a	At ground water source (test for Bacteriological parameters)			Check	Quarterly
b	At ground water source (test for Chemical parameters)			Check	Half Yearly
c	At treatment plant from surface source - Chemicals			Check	Daily
d	At treatment plant from surface source - Metals			Check	Monthly
e	At treatment plant from surface source - Bacteriological			Check	Weekly
f	At treatment plant from surface source - Free Residual Chlorine (FRC)	Check	Check	Check	Daily
g	At storage (OHSR/ GLSR etc.) for surface water source - Chemical and Bacteriological			Check	Half Yearly
h	At storage (OHSR/ GLSR etc.) outlet for surface water source - FRC	Check	Check	Check	Daily
i	At distribution system/ Household/ Schools/ AWCs etc. FRC	Check	Check	Check	Fortnightly
j	Is there report of outbreak of water borne disease?	Check	Check	Check	Fortnightly
6	Financial Sustainability				
a	Are water tariffs or user fees collected for the bills generated and receipts provided on payments?		Check		Annually
b	Is resource generated from user service charges used in minor upgrades of system and normal repairs?		Check	Check	Annually

S. No.	Description of activity	Ownership			Frequency
		Pump operator/ Nal Jal Mita	Gram Panchayat/ VWSC/ Pani Samiti/ Elected representative	PHED Official	
7	Grey Water Management				
a	Are the households' assets on grey water management such as soak pit/leach pit/magic pit / kitchen garden or community level gey water management with drainage properly maintained and utilised?		Check	Check	Annually
b	Are there instances of septic tanks without provision of soak pits?		Check	Check	6 Monthly
8	Recharge of ground water/ source				
a	Whether adequate recharge structures are provided for each source?		Check	Check	Quarterly
b	Whether the recharge structures are scientifically planned and implemented?			Check	Quarterly
c	Whether the recharge structures are maintained properly?	Check	Check		Quarterly
d	Whether the recharge structures have impacted positively on the longevity of the ground water source and water availability especially in summer?		Check		Quarterly

Annexure 3

Common O&M Issues and simple solutions

Low or No Water Supply in Some Areas

Possible reasons: Valve closed, leakage, in pipeline, air blockage, or low source yield.

Simple checks:



- 1. Open valves one by one and observe the flow.
- 2. Check for visible leaks or wet patches on the ground.
- 3. If the source water level has dropped, reduce supply time and plan recharge.

Prevention:

Regularly inspect valves and pipelines; plan recharge during low source yield.

Pump Not Working?

Possible reasons:

No electricity, blown fuse, loose wire, or motor fault.

Simple checks:



- 1. See if the power supply is on.
- 2. Check the switchboard, fuse and circuit breaker.
- 3. Make sure the pump is not overheating.
- 4. If it still doesn't start, inform the local electrician or technician immediately.

Prevention:

Keep the pump area clean and dry; never run the pump without water.

Leaking pipes or taps

Possible reasons: Loose joint, damaged washer, or worn pipe.



1. Tighten joints with damaged gasket or crack in the pipe.



2. Replace washers or rubber gasket valve or crack of a pipe.



Inspect pipelines weekly and repair small leaks; inform WSC for repair.

Prevention tip

Inspect pipelines weekly and repair small leaks immediately.



Tank overflowing or not filling

Possible reasons: Float valve not working or operator delay in switching off the pump.



- Inspection tips**
- 1. Adjust or replace the float valve if stuck.
- 2. Set float straps to pump stop float and stick to the switches.
- 3. Regularly check valves and tank levels while pumping.

Prevention tip

Regularly check valves and tank levels while pumping.

Unusual electricity bill

Possible reason



Over-pumping: Over-pumping: Motor and pump hours with any potential faults causing water loss.



Motor fault: Motor logging motor fault at running hours; electricity lost; and/or sensing amber. Possible electricity loss.



Simple checks: Maintain a daily record of pumping hours; and leaking valves along with activity use.

Prevention:

Match the hours of pump operation with the logbook.



Dirty or bad-smelling water

Possible reasons:



Clean tank, not required:

Clean your tank regularly and keep water fresh to avoid foul odors.



Chlorine missing:

Add chlorine as per dosage or use a chlorinator.



Simple checks:

Check the tank immediately. Test chlorine dosage at use a chlorinator. Protect the source from contamination or animals.



Prevention:

Test water regularly with a Field Test Kit (FTK). Protect the source from animals, waste, and drainage water.



Complaints from villagers

Possible reasons (Irregular supply, dirty water, or poor pressure)

1) Listen to/Take actions on feedback:

Gram Sabha, or VWSC meetings

2) Respond quickly and explain any

temporary issue (e.g., repair or power cut)

3) Display accurately:

Display supply timings and contact number of operator at the Panchayat Bhavan.



Annexure 4

Preparing for Handing Over: A Model Village Story of Trust, Transparency & Togetherness

In the heart of rural India lies Dhanpur, a quiet village that had long dreamed of a reliable supply of clean drinking water. For years, families walked miles to fetch water, and children often missed school to help with this daily chore. But everything changed when **Jal Jeevan Mission** stepped in—not just with promises, but with a transparent and accountable system that made the villagers equal partners in their own progress.

The Day the Village Became a Part of the Mission

The excitement began when the new drinking water scheme was started villagers eyes sparkled with new hope—hope that the scheme will quench their thirst with tap connection. But before a single drop flowed through the taps, an important step had to happen i.e **commissioning of the scheme**.

Under the new, transparent protocol, the scheme could not be reported as “functional” until every quality check was thoroughly inspected. On the day of commissioning:

- **The District Administration arrived**
- **PHED/rural water supply officials are ready**
- **Panchayat representatives took their seats**
- **The Pani Samiti joined the inspection**

Together, they reviewed **as-built drawings, operational manuals, and water quality test reports**, ensuring that nothing was hidden and that every technical aspect was clear to the community. This was not just a formality—it was a **celebration of shared responsibility**.

The First Drop: Testing, Learning & Trust-Building

With the community watching, the engineers turned the valves. Water gushed through the pipes and into the distribution network for the first time.

But the scheme wasn't declared complete yet.

For the next **14 days**, the system ran on a **trial basis**. During this period:

- Village youth walked through the pipelines with engineers in a “**transect walk**”, learning how the system worked.
- Women from the Pani Samiti/VWSC monitored pressure.
- Trained women tested water quality with FTK.
- Gram Panchayat members watched the entire process unfold in real time.

The community wasn't just observing—they were **learning, questioning, participating, and gaining confidence** to operate their village's water system independently. **A Future Ensured by Local Hands**

By the end of the two weeks, the villagers understood the system as well as the engineers. Local youth were trained to work as operators, ensuring employment and empowerment within the community.

When the final day came to officially commission the scheme, there was no confusion, no doubt-only **pride**. The villagers knew exactly how their water system worked and how to keep it running.

This transparency didn't just bring clean water. It brought:

- **Public trust**
- **Community ownership**
- **Accountability**
- **Long-term sustainability**

A Model of How Governance Should Feel

Dhanpur's story is not just about pipelines and pumps. It is about **bringing people into the process**, making them custodians of their own resources.

Through mandatory quality checks, documented transparency, and hands-on training, Jal Jeevan Mission is not only delivering water—it is delivering **trust, empowerment, and a new model for public participation in governance**.

Annexure 5

Step By Step Handing Over Process

Step 1: Orientation & Sensitisation Workshop

Purpose: Brief stakeholders on current situation and future responsibilities

Activities:

- Department organizes workshop at district/block/village level with targeted VWSCs, GPs, and user groups.
- Current and future water supply situation explained clearly.
- Visual aids, schematic diagrams, and sample OM registers displayed.
- Practical demonstrations on chlorination, valve operation, complaint redressal procedures.
- Standard Operating Procedures (SOPs) for routine maintenance explained.
- Safety guidelines for pump operators reviewed.
- Reporting formats demonstrated.

Documentation:

- Attendance list prepared and jointly signed.
- Minutes of meeting recorded.
- Photographs attached for verification.
- Jointly signed by Gram Pradhan, VWSC Nodal Officer, and Department representatives.

Step 2: Technical Assessment & Detailed Inventory

Contents:

- **Infrastructure audit** of pumps, storage tanks, distribution networks.
- **Equipment specifications:** make, capacity, power rating, functional status.
- **Household connections:** existing number and coverage areas.
- **Maintenance records:** historical data on breakdowns and repairs.
- **Water quality information:** test results and contamination status.
- **Warranty details:** coverage period and manufacturer information.
- **Repairs/upgrades needed:** items requiring immediate replacement.

Key Technical Parameters:

- Pump discharge and head specifications.
- Pipeline pressure ratings.
- Storage tank capacity and structural condition.
- Control valve specifications and functionality.
- Treatment plant capacity (if applicable).

Outcome:

- Technical Assessment Report jointly signed by GP and Department.
 - Baseline document for all future OM evaluations.
 - Copy given to GP; one retained at EE office.
-

Step 3: Joint Walk-Through

Purpose: Hands-on inspection and familiarization with system.

Process:

- **Participants:** VWSC/GP members with Department/PHED macro-utility officials.
- **Coverage:** Systematic inspection from source to household tap.
- **Identification:** Potential weaknesses like pipe leakages, low-pressure zones, valve malfunction.
- **Marking:** Critical points marked on as-built drawings.
- **Learning:** Hands-on familiarization with system layout and operations.

Documentation:

- Walk-Through proceedings recorded with all participant comments.
 - Joint photographic record maintained and attached.
 - As-built drawings marked and shared with VWSC/GP.
 - Water supply network diagram displayed in village.
-

Step 4: Self-Assessment Matrix

Purpose: Internal readiness verification before formal handover acceptance.

20-Point Checklist:

1. Orientation and Sensitisation Workshop conducted.
 2. Joint Walk-Through completed; as-built drawing available.
 3. Asset list and inventory prepared.
 4. Service area within village GP jurisdiction.
 5. Scheme running satisfactorily without major breakdowns.
 6. Properly protected water source.
 7. WTP/ treatment plant/ disinfection unit adequate capacity and acceptable condition.
 8. Storage tanks in required capacity and satisfactory condition.
 9. Pipeline network operational with no leakage.
 10. Pumping machinery running satisfactorily.
 11. O&M personnel identified for regular maintenance.
 12. Sufficient O&M personnel from same village.
 13. O&M personnel adequately trained.
-

14. OM personnel equipped with requisite tools.
15. VWSC/GP aware of preventive maintenance schedule.
16. VWSC/GP aware of average monthly OM cost and components.
17. VWSC/GP ready to collect user charges (resolution passed).
18. User charge collection sufficient to run OM.
19. VWSC/GP completed on financial plan.
20. Dedicated HR available to manage financial plan.

Procedure:

- VWSC/GP completes matrix with Yes/No responses.
 - Each response supported with evidence or remarks.
 - Supporting documents attached (training certificates, tool inventories, financial documents).
 - Final acceptance decision formally recorded.
-

Step 5: Financial Plan Preparation**Components:**

- **Cost recovery strategy** through user charges.
- **Separate dedicated bank account** for O&M funds.
- **Monthly and annual expenditure forecasts** covering electricity, staff wages, materials, and chemicals.
- **Source of funds defined:** user charges, GP contributions, state grants.
- **Financial reporting procedures** established.
- **Audit procedures** and schedule defined.
- **Budget allocation** for routine, preventive, and emergency repairs.
- **Financial management committee** designated with clear responsibilities.

Department Support:

- Handholding provided to prepare viable plan.
 - Guidance on realistic cost estimation and resource management.
-

Step 6: Gram Sabha & MoU Signing**Gram Sabha Process:**

- Special meeting organized upon completion of all pre-handover steps.
 - **Infrastructure details** communicated: scope, systems, specifications.
 - **O&M responsibilities** explained clearly to community.
 - **Benefits of local ownership** discussed comprehensively
 - **Informed decision-making** facilitated through Q&A sessions.
-

MoU Signing:

- Parties: Department/Macro Utility and Gram Panchayat.
- **Contents:** Obligations, reporting channels, escalation mechanisms, performance indicators.
- **Formal signatures** by authorized representatives.
- **Effective date** of handover mentioned.

Documentation:

- Minutes of meeting formally recorded.
- Resolution of acceptance passed and recorded.
- Photographs of event taken for records.
- Copies retained by both parties.

Department Follow-up:

- 3-month follow-up assessment conducted.
- 6-month compliance review undertaken.
- Refresher training provided as necessary.

Step 7: Follow-up Gram Sabha (After 3-6 Months)

- **Stock-taking** of O&M performance during initial period.
- **Sustainability plan endorsement** for long-term efficiency.
- **Performance review** of water management practices.
- **Refresher training** arranged if needed.
- **Ongoing community engagement** with feedback collection.

Annexure 6

Annual Budget Plan

#	Budget Head	Description	Annual Estimate (₹)
Outflows			
1	Electricity Charges	Power cost for pumping, treatment, etc.	
2	Salary/ Fixed exp	Operator, helper, accountant, caretaker, etc.	
3	Consumables	Chlorine, alum, lubricants, tools, etc.	
4	Repairs & Maintenance	Pipeline leakage repair, valve replacement, pump repair, etc.	
5	Water Quality Monitoring	Testing kits etc.	
6	Administrative Expenses	Stationery, meeting expenses, etc.	
7	Contingency Fund	Minimum 10% of total O&M cost	
Total Outflow (A)			
Inflows			
1	Water User Charges	Receipt from beneficiaries	
2	Allocated Finance commission grants from GP	Grant	
3e	Other receipts	Sale of scrap/other income	
Total Inflows (B)			
Total deficit/Surplus (C) = (A-B)			
Funds required from GP/ State			

A message to every village

Drinking Water is our collective responsibility.
When the community takes charge, systems last longer.
When women lead, water flows farther.

When every family contributes, no tap runs dry.

Let us promise together:
We will take care of our system, protect our sources, and pass on this treasure to our children, future generations with responsibility.

Because *Jal hi Jeevan hai* - and now, that life is in our hands, our care, and our commitment.



Note:

Note:



Jal Jeevan Mission, India



@jaljeevan



Jal Jeevan Mission



@jaljeevanmission



jlm.gov.in



Jal Jeevan Mission

Government of India
Ministry of Jal Shakti
Department of Drinking Water & Sanitation
National Jal Jeevan Mission
 New Delhi - 110 003
 e - mail: rnd-ddws@gov.in