

**NATIONAL WORKSHOP ON SUSTAINABLE RURAL WATER SUPPLY AND SANITATION
SERVICES**

Chandigarh December 15-16, 2011

RESOLUTIONS:

1. **Information Education Communication.** Community involvement at all stages of development of water and sanitation schemes is the key to achieve sustainable operation and in order to achieve this well designed IEC with adequate and qualified manpower and support is needed. Alongside IEC, emphasis is required to build capacity in operation and maintenance of the installed system, records keeping, accounting and book keeping, etc. among the village community to achieve decentralized and sustained service delivery.
2. **24x7 Water Supply.** People are ready to pay for the service provided satisfactory service is received by them. The Gol policy for providing 80% households with water connections to achieve financially sustainable service can be strengthened by installing 24x7 water supply operations. The experiences from Karnataka, Kerala and Punjab tell a very good story as to how earlier unsatisfactory services were converted into satisfactory services by installing 24x7 metered operations. Each State may launch at least one pilot 24x7 operation in each district. However, caution is to be introduced in the design parameters to eliminate excessive withdrawal of raw water.
3. **Water Borne Piped Sewers.** Punjab is making important experiments with off-site sanitation system in rural area. Lessons emerging from the installation of solids-free sewers and the different kinds of treatment technologies are important for the sector. Punjab should carefully document them and host a Workshop in the coming years to share their experience with all states.
4. **Grievance Management.** Although 91% of rural community in the country has been covered through water supply system, 30-40% of them are non-operational due to operation and maintenance related problems. A sound Grievance Management System will provide an early warning on the system performance and will help in keeping the systems in operating conditions. Punjab's lessons of experience on revitalizing the existing operations through the installation of an effective and efficient Grievance Management System stands in good stead for others to draw upon.
5. **Water Safety Plans.** The potential health risk areas should be identified by assessing the magnitude, duration and diseases it can cause, and Water Safety Plans adopted to ensure safe water quality to the consumers in such risk areas. The experience from the pilots being conducted by WHO in Hyderabad and Nagpur may serve useful starting point.
6. **Use of Local Private Operators.** The services provided by local private operators for the operation of water supply and sewerage services will gain higher demand with decentralization taking place. Punjab has made some progress in that direction and gained some early experience. This will have to be expanded to enable the village community to draw upon them to gain market experience and better management of the services. Punjab's experimentation should be taken forward.
7. **Improving Toilet Coverage.** To ensure improved sanitation facilities and services, all must strive in enabling all household to have access to and use toilets. Punjab's experience in building partnerships and synergizing efforts with other sector partners such as health, rural development, and other government organizations should be followed in common endeavour to ensure sanitation for rural communities.

The above said first 6 resolutions were put up to the house for their consideration. All the resolutions were adopted unanimously with the addition of 7th one as per the suggestions of Sh. T.M Vijay Bhaskar, Joint Secretary, Ministry of Drinking Water & Sanitation, Gol.
