

## **SUCCESS STORY - RESURRECTION OF PILOT BATCH WATER SUPPLY SCHEME OF VILLAGE MANAWAN**

Water supply scheme of village Manawan district Moga was approved under PRWSS Project with financial Assistance from World Bank in December 2008. Scheme was implemented under SWAp Mode with the capital cost sharing principal with the beneficiary share amounting to Rs. 3.60 lacs. The Scheme was commissioned in April 2010 and was handed over to GPWSC for Operation and Maintenance. The scheme was not running successfully, user charges were not being paid by the consumers, illegal connections were there, leakages were there in the distribution system and ultimately scheme became non functional as the electric connection was disconnected on account of nonpayment of electricity bill to the state electricity board.

Task for the restoration of the scheme and to build the confidence of GPWSC to run the scheme was given to Er. Mohd. Ishfaq, Executive Engineer and his team (Mr. Manjeet, Mr. Rajesh, Ms. Harwinder, Ms. Jyoti and Ms. Ravia). They planned the task in a strategic manner and the first step they took was to meet the Sarpanch and Community people to make a rapport with them. Detailed situational analysis was carried out, after detailed discussions with key community leaders.

### **Following bottlenecks were observed:**

- Lot of people especially poor were taking water from 8 no shallow submersible pumps out side their houses. All such pumps were running on illegal connections and quality water was not good. Such electric connections were got disconnected by taking up matter with electricity board. Water quality testing camps were organized to convince people that water from such shallow pumps is not potable.



- Since there was huge outstanding balance of Rs 2.75 lac electricity bill, villagers were quite skeptical about collection of such huge sums. People were assured that DWSS especially DPMC team shall stand by them to resurrect the scheme.

- Books of accounts were poorly maintained. There was no bank account to carry out financial transactions for operation and maintenance. All the record books were recreated by DPMC staff and profit and loss account was prepared.

Community was mobilized and Aam-Izlass was called, wherein new GPWSC and bylaws were framed. New bank account was opened. Profit and loss account was presented before people to apprise them about financial health of the GPWSC. Second Step for making the scheme functional was restoration of the electric connection. Matter was taken up with the electricity department also so that connection could be restored by making half of the pending amount and balance payment could be made from the user charges while the scheme is functional. With this target in mind team extended full co-operation to GPWSC for collection of pending user charges and provided technical support also for repair of leakages. With the consistence efforts including door to door visits and a loan of Rs. 25000/- from one of the committee member to the committee, electricity connection was restored in November 2012. After that people started paying the bills. Presently GPWSC has paid all the outstanding amount of Rs 2.75 lac and now they have a positive bank balance of Rs 1.45 lac after liquidating all the liabilities. Even technical defects like leakages, upkeep of water works, installation of new chlorinator has been done by the GPWSC from their own funds.

Following instruments/efforts were made to collect the pending user charges:

- Prepared defaulter list.
- Issued notice to defaulters.
- Muniyaadi.
- Door to door bill distribution.
- Amount collected through door to door visits by DPMC staff.
- Disconnect connections (Illegal & Defaulters).

Further to this in January, 2013 the computerized record maintenance programme was started by DPMC Moga.

**SARPANCH view:-**

In view of Sarpanch, Sh. Parminder Singh, It was very tough task to continue the scheme, but with the IEC activities , interaction and with the efforts/ help of team we

are able to motivate the people and clear their misconception of free water and now scheme is running successfully.

**Another Female Beneficiaries View:**

Earlier view; **“Scheme start karoge to paise denge, shuru to hone wali nahi band hi padi rahegi”**

After the scheme became functional; **“We are very happy that scheme has started. Now we do not need to go here and there for water. Our time is saved now and feeling Happy about it”**.

