

# Community Engagement in Local Management and Ownership of Rural Drinking Water Supply System

## *Key Takeaways*

### 1 Sequence awareness building and education activities before construction

- Awareness building activities about JJM should be the first step, even before the village survey is carried out
- Evidence suggests that villages where awareness building was done prior to construction have higher community involvement versus villages where it was done post construction

### 2

### Involve community during planning and construction phase

- User consultation and local bodies involvement during planning phase ensures most concerns of communities are taken into account
- Gram Panchayat's approval of village action plan and detailed project report is non-negotiable

### 3

## Invest continuously in water literacy and community education

- Awareness building and education are continuous activities
- Regular efforts in awareness building and education is required to ensure there is no slippage of villages
- For continuous engagement and to support local bodies, independent organizations like WASMO (in Gujarat) need to be instituted to outlast the mission

### 4

## Institute a robust grievance redressal

- Mechanism for citizens direct grievance redressal brings in accountability on the VWSC
- Allows for quick resolutions of breakdowns and receiving feedback from the community
- States should work to popularize the grievance redressal helpline number in the community

### 5

## Install water meters and charge households as per consumption

- Metering will encourage judicious use of water and ensure potable piped water is not exploited for other uses
- Metering imperative as communities want to move to 24/7 water supply
- This will promote fairness as households will pay as per use

### 6

## Continue capability building activities even after mission deadline

- VWSC members need to be skilled at negotiation, basic financial management and operations management
- As VWSC members keep changing, the state needs to train new members on these skills to ensure proper discharge of duties