



CONSULTANTS INDIA PVT. LTD.



NETHERLANDS
ASSISTED
PROJECT OFFICE

AP III

HALF-YEARLY PROGRESS REPORT October 2000 – March 2001



1115, Road No. 54, Jubilee Hills
Hyderabad 500 033, A.P. India
Phones: +91-40-3607428, 3607198
Fax: +91-40-3608428
E-mail: napo@hd1.vsnl.net.in

822- [No1-17/92

INGEKOMEN 19 JUNI 2001



CONSULTANTS INDIA PVT. LTD.



**NETHERLANDS
ASSISTED
PROJECTS
OFFICE**

Ref.No. 27.1/01/147

12 June 2001

International Reference Center (IRC)
P.O. Box 2869
2601 CW Delft
The Netherlands

19 JUN. 2001 *066007

KS → Libr.
WS

Dear Sirs:

Please find enclosed a copy of NAP Office's Progress Report for the period April to September 2000.

With kind regards,

Yours sincerely

F. Hanrath
Team Leader

Encl: as above

Plot No.1115, Road No. 54, Jubilee Hills
Hyderabad - 500 033. A.P. India

Phones : +91-40-360 7428, 360 7198
Fax : +91-40-360 8428
Email : napo@hd1.vsnl.net.in

TABLE OF CONTENTS

TABLE OF CONTENTS.....	i
LIST OF ABBREVIATIONS.....	ii
MAILING LIST.....	iii
1. Introduction:	1
2. AP III Project, Vizianagaram	3
2.1 Basic Information.....	3
2.2 Brief description of the Project	3
2.3 Objectives for the Short, Medium and Long Term.....	4
2.4 Specific targets for the Initiation Phase	4
2.5 Project Structure.....	5
3. Progress of Activities	7
3.1 Developments in the Project's Structure and staffing.....	7
3.2 General Activity Planning / Development of Schedule of Activities	8
3.2.1 Institutional Development.....	8
3.3- Technical Activities	9
3.3.1 General Issues	9
3.3.2 Progress in Gantyada Mandal:	10
3.3.3 Capacity Building.....	11
3.4 Social Activities	11
3.4.1 Re-organisation of the MANISA:.....	11
3.4.2 Capacity building activities for sustainability of the MANISA:.....	12
3.4.3 Enhancing the awareness levels of project participants:.....	15
3.4.4 Handing over of the schemes to the MANISA/ community:.....	15
3.4.5 Future Plans:.....	17
3.5 Water Quality Testing Laboratory	18
4. Internal Monitoring	18

LIST OF ABBREVIATIONS

AP	Andhra Pradesh
AP I	First generation of Netherlands Assisted Projects in AP
AP II	Second generation of Netherlands Assisted Projects in AP
AP III	Third generation of Netherlands Assisted Projects in AP
CE	Chief Engineer
CO	Community Organiser
Dy. EE	Deputy Executive Engineer
EE	Executive Engineer
ENC	Engineer-in-Chief, Panchayat Raj Engineering Department
FA	Financial Assistance
GIS	Geographical Information System
GLSR	Ground Level Service Reservoirs
GO	Government Order
GOAP	Government of Andhra Pradesh
GOI	Government of India
GP	Gram Panchayat
HH	Household
HIS	Hydrogeological Information System
HO	Head Office
HP	Hand pump
IRS	Indian Remote Sensing Satellite
LWSS	Local Water Supply and Sanitation
JEE	Junior Executive Engineer
LPCD	Litres per capita per day
MANISA	Manchi Neeti Sangam (Drinking Water Users Association)
MDO	Mandal Development Officer
MLSR	Medium Level Service Reservoir
MRO	Mandal Revenue Officer
NAP	Netherlands Assisted Projects
NAPO	Netherlands Assisted Projects Office
NGO	Non Governmental Organisations
O&M	Operation and Maintenance
OHSR	Overhead Service Reservoirs
PRA	Participatory Rural Appraisal
PRED	Panchayat Raj Engineering Department
PTU	Pump Test Unit
PSP	Public Stand Post
PWS	Piped Water Supply
RNE	Royal Netherlands Embassy
RWS	Rural Water Supply
RWSS	Rural Water Supply and Sanitation
SE	Superintending Engineer
SPA	Special Project Assistant
SPO	Social Project Officer
SPU	Special Project Unit
SPWD	Society for Promotion of Wastelands Development
TA	Technical Assistance
WMC	Water Management Committee
WNA	Water Needs Assessment

MAILING LIST

	Address	No. of copies
1.	The Royal Netherlands Embassy 6/50 F Shantipath Chanakyapuri New Delhi 110 021	3
2.	Engineer-in-Chief The Panchayati Raj Engineering Department (PRED) Swamy Ramananda Teertha Grameena Nirmana Bhavan Errum Manzil Colony Hyderabad 500 482	1
3.	The Principal Secretary Panchayati Raj & Rural Development Government of Andhra Pradesh Secretariat Hyderabad 500 022	1
4.	The Chief Engineer-RWS P R E D Swamy Ramananda Teertha Grameena Nirmana Bhavan Errum Manzil Colony Hyderabad 500 482	1
5.	The Superintending Engineer-RWS Vizianagaram	1
6.	Special Project Unit Vizianagaram	3
7.	The District Collector Vizianagaram	

- | | | |
|-----|---|---|
| 8. | Andhra Pradesh Academy of Rural Development
(APARD)
Rajendranagar
Hyderabad 500 030 | 1 |
| 9. | ETC Consultants India Pvt.Ltd.
9, 1 Floor, 1 st Main, 1 st Cross
J.P. Nagar, IV Phase
BANGALORE 560 078 | 1 |
| 10. | ETC Foundation
Kastanjelaan 5
P.O. Box 64
3830 AB Leusden
The Netherlands | 1 |
| 11. | IWACO Bv.
Hoofdweg 490
P.O. Box 8520
3009 AM Rotterdam
The Netherlands | 1 |
| 12. | Ghogha RWSS Project
Community Management Support Unit (CMSU)
Room No. 162, 1 st Floor
Gujarat Jalsewa Training Institute (GJTI)
"G" Road, Sector 15
GANDHINAGAR 382 015 | 1 |
| 13. | International Reference Center (IRC)
P.O. Box 2869
2601 CW Delft
The Netherlands | 1 |
| 14. | APWELL Project
10-1-126, Third Floor
Ashoka Plaza
Masab Tank
Hyderabad 500 001 | 1 |

1. Introduction:

This report describes the physical and financial progress made during the period October 2000 to March 2001.

Reference is made to the introduction of the previous half yearly progress report, where delays in the development of the social component were described in relation to a poor receptiveness to the social component (community participation) by the line management. At NAPO's request these problems have been addressed with the appointment of a new EE, who has been supportive of the project's concept, although he departs from an inherited situation where damage was done.

During the reporting period the position of the programme has also been improved as the outcome of discussions between RNE and the AP Government resulted in a more promising outlook.

During the reporting period the SPU and NAPO concentrated on the final completion of the construction works, the strengthening of the MANISA's and the handing over procedures for the RWSS facilities and the responsibility to operate these, to the user communities.

Schemes were calibrated, with external assistance coordinated by the TA, from AFPRO.

NAPO's efforts to develop and implement handing over procedures were not easy. Basic components in the procedure require among others: detailed drawings of design, "as built" information, "as laid" mapping, line testing and a certificate of completion in accordance with standard procedures of the PRED. The SPU has experienced difficulty in complying with a number of steps of that procedure. As a result no line testing has been conducted while a completion certificate, verifying that the schemes were built in accordance with the specifications of the approved design, could not be obtained.

If the pilot project would have had a longer time frame, NAPO would still have pushed these issues, but there seems no merit to push at this point in time, in view of the fact that the project needs to be wound up by 30 June. Likewise NAPO is of the opinion that too little time has been available for stabilization of the schemes. The original schedules could have accommodated a reasonable stabilizing period, but with delays (which are not unusual) the time span has been short.

In the process of handing over ownership and operational responsibility to the community, (a crucial step in community participation), it is now becoming apparent that there are variances between the manner in which the Jami Mandal schemes and habitation plans were planned, documented and implemented and the manner in which this was done for the Gantyada habitations.

Where great improvements were observed in following the planning, management and documentation procedures in the case of Jami Mandal, the E-n-C's suggestion that TA should be less "hands on" in Gantyada and let the SPU apply the lessons learned in Jami, did not work out. The procedures that were developed and followed and implemented in Jami, with technical assistance, it turns out were not as well followed in the Gantyada

habitations. This indicates, as pointed out in earlier reports that the SPU needs strong line management and supervision and / or "hands on" Technical Assistance.

To strengthen the communities capacity in operation and maintenance, demonstrations and training were organized for operators and interested inhabitants on repairs and pipe jointing and a reference systems to the facilities in the Vizianagaram market / private sector.

During the reporting period the District Steering Committee under the Chairmanship of the District Collector actively participated in the programme and its developments.

Power connections and power related problems were sorted out with assistance of the committee and the schedules for winding up and handing over were made with the participation of the committee.

As the construction works are basically completed, the accounts on construction in the habitation will be closed as soon as possible, to prevent winding up problems as experienced in AP II. The operational cost will continue until 30 June 2001.

The physical and financial completion reports for the laboratory have been received and are being processed for settlement. The accounts for FA and TA / investment fund for the period until 31 March are presently being reviewed by means of an internal audit.

Meanwhile the programme and NAPO were visited by RNE staff, in the context of further dialogue between the A.P. Government and the Netherlands Embassy. The programme was subsequently reviewed by an appraisal mission in January-February, assisting GOAP and RNE in the conceptualization of a possible follow up phase at scale.

The developments in the AP Government, embarking on sector reform are viewed positively by all and would greatly enhance the setting or environment for such a follow up phase. NAPO has participated with the mission in discussions with the Principal Secretary and APARD regarding assistance to APARD and a PSU and has participated in a number of workshops on sector reform, organized by WSP and UNICEF and DFID and is grateful for the appreciation for its experimental work in Vizianagaram.

The second quarter of 2001, which is expected to describe the completion and winding up of the pilot project, will be reported on in a separate quarterly report

2. AP III Project, Vizianagaram

2.1 Basic Information

Project name:	Netherlands Assisted Project (NAP) AP III Vizianagaram
Project Phase:	Initiation Phase
Project duration:	Up to end of June 2001
Location:	Hyderabad and Jami Mandal and Gantiyada Mandal in Vizianagaram District Andhra Pradesh
Project Components:	Rural water supply Sanitation Increase institutional capacity
Implementing Institution:	Panchayat Raj Engineering Department (PRED) Special Project Unit, Hyderabad Special Project Unit, Vizianagaram
Technical Assistance:	NAPO / ETC / IWACO
Reporting period:	October 2000 to March 2001

2.2 Brief description of the Project

The overall objective of the project is to enhance and develop new RWSS approaches in the PRED, in line with the evolution of national and international policies for addressing the rural needs for water supply and sanitation and to operationalise and test these approaches in the field, before they are applied in the State at large scale.

Some of the main issues identified for the new approach are:

- the users' participation in design, operation and maintenance as well as in the finance thereof, in order to make the O&M self-reliant and hence sustainable
- to depart from existing facilities and assess the need for improvements and/or augmentation
- to apply flexible and tailor made design to cater to the particular needs of the habitation
- to systematically apply improved hydrogeological methods towards sustainable drinking water sources
- to integrated drainage and environmental sanitation and hygiene promotion, with rural water supply
- to systematically apply water quality and quantity testing techniques, and analyses.
- to monitoring the developments of water quality
- to coordinate with existing plans and projections for watershed development.

On the institutional development side, some of the issues to be addressed are identified as:

- to improve the institutional capability in planning and management of implementation and administration, as well as management information systems, towards improved operation and internal monitoring

- to improve the institutional capability in hydrogeological methods establishing the potential for quantity, quality and sustainability of RWSS
- to include the environmental water resources and sanitation problems into the design and implementation of water supply systems
- to include the users opinions and wishes into the RWSS concepts and to integrate the community participation component in to the responsibility and mandate of the implementing agency.

2.3 Objectives for the Short, Medium and Long Term

- 2.3.1 The short term objective of the Bridging / Initiation Phase is to continue the efforts towards development of improved approaches, with NAPO technical assistance to the PRED and to introduce the project approach into Vizianagaram in a limited number of habitations.

The approach, as described in the project document aims to create locally owned, managed and financed drinking water and sanitation facilities.

- 2.3.2 The medium term objective would be to implement the improved approaches in an increasing number of habitations and prepare the PRED staff for incorporating the new approaches at larger scale.

- 2.3.2 The longer term objective is to enhance PRED's institutional capacity towards innovative policy, planning and implementation, along the lines of the key features outlined in the AP III Project Document and field tested in Vizianagaram, for replication in the larger PRED programme.

2.4 Specific targets for the Initiation Phase

- 2.4.1 To assist the PRED in development and experiments with optimal solutions for local water supply and sanitation, along the lines of the new project approach as described in the AP III project document.

Output: advancing, fine-tuning and field-testing the new concepts.

- 1.4.2 To assist the PRED in the systematic planning, implementation and documentation.

Output: improvements in the institutional systems of planning, planned implementation and reporting of financial and physical progress and internal monitoring.

- 1.4.3 To assist the PRED / SPU in the introduction of user participation in design, implementation and operation and maintenance of the local RWSS systems, resulting in the delivery of community owned and operated RWSS facilities.

Output: delivery of community owned and operated drinking water and sanitation systems in a number of selected habitations and field-tested methodologies.

- 2.4.4 To assist the PRED in improving the institutional capability and application of hydro-geological methods, and improved facilities for water quality testing.

Output: improved PRED “in house” capability and resources to conduct these activities, and the creation of a laboratory equipped to conduct the required testing.

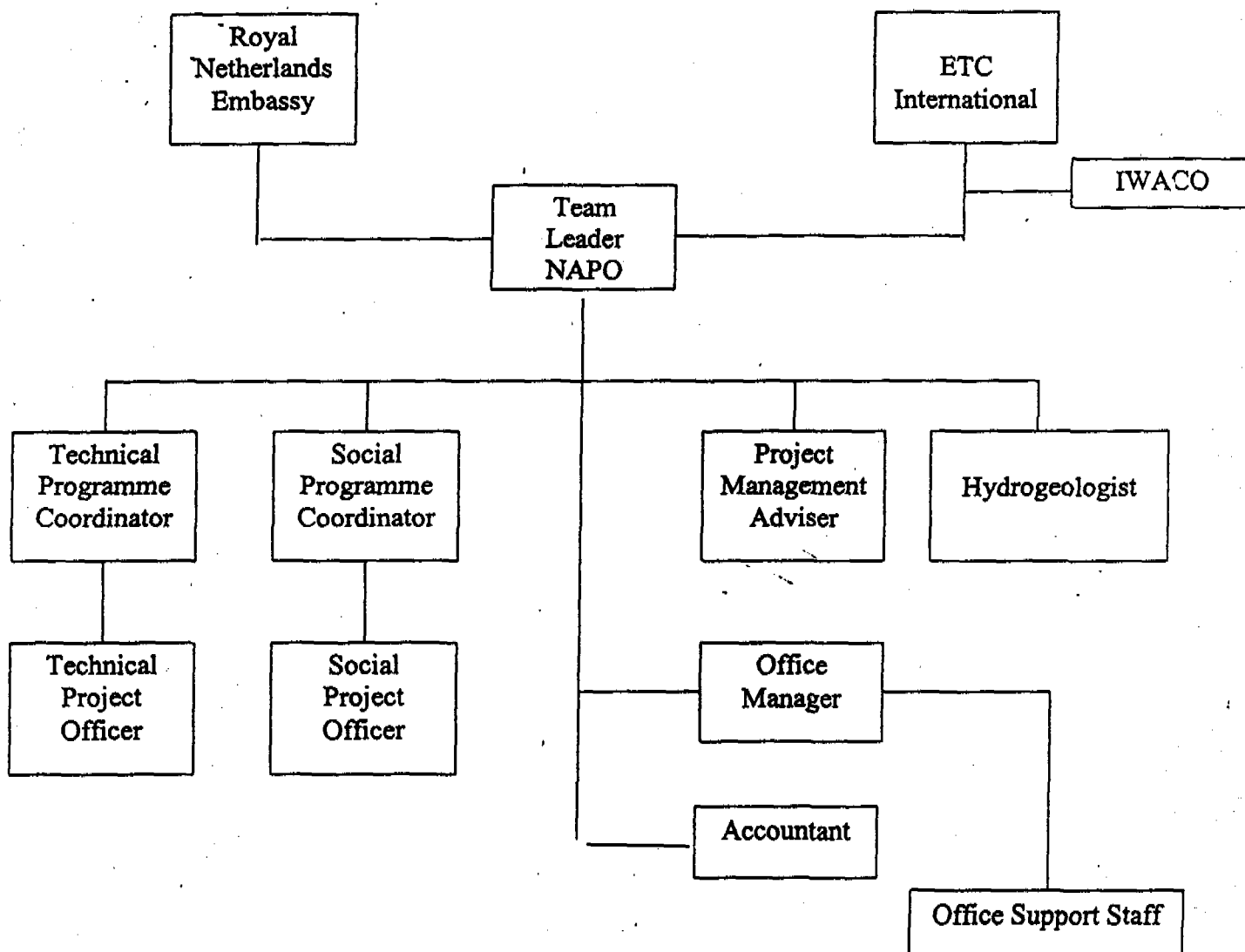
2.4.5 To assist the PRED with the set up of the Special Project Unit (SPU), targeted to provide direction and supervision to the field implementation and the evolution of the new approach.

Output: SPU able to lead the project in accordance with the stated objectives.

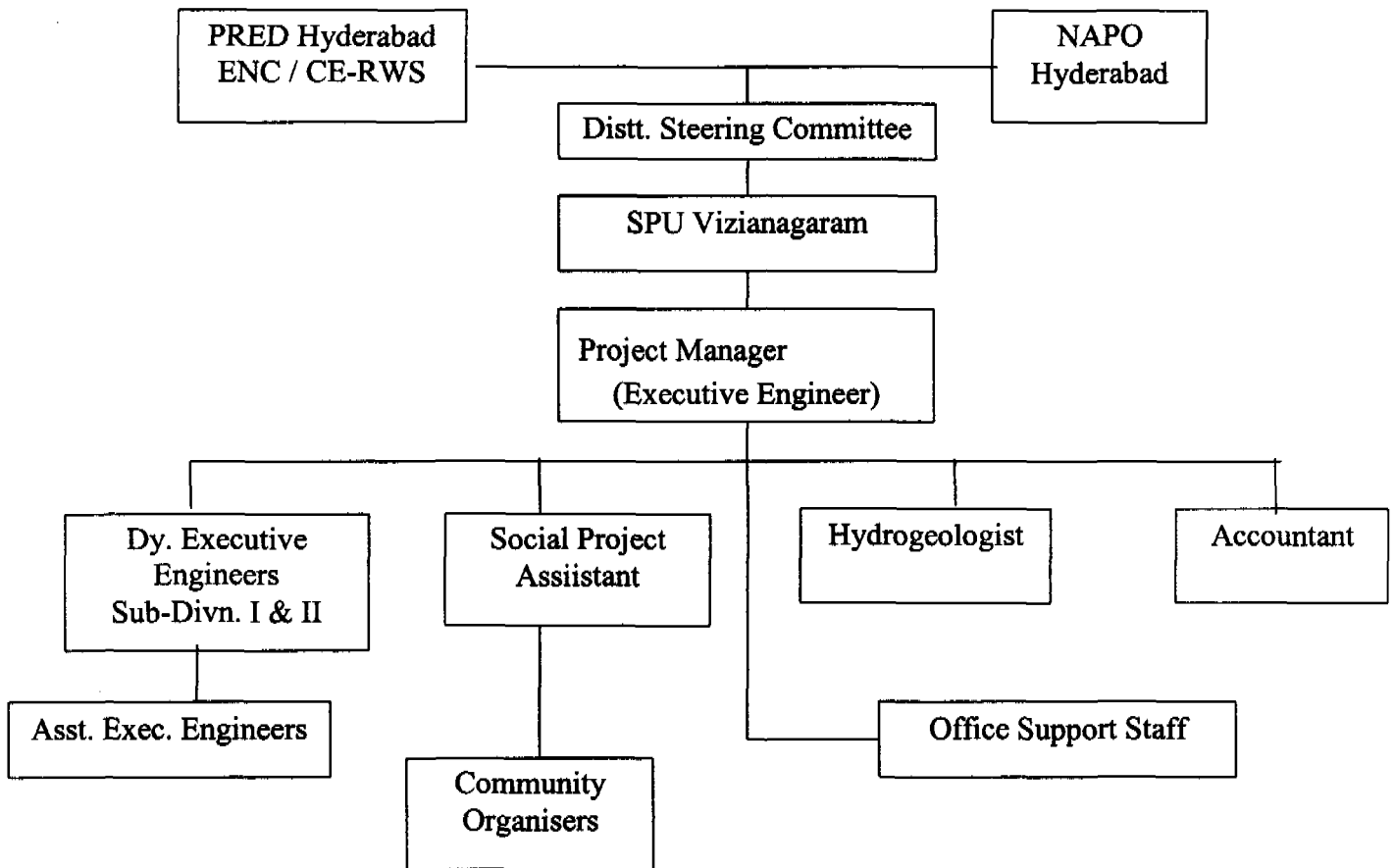
2.5 Project Structure

The project organisation structure and the organogramme of NAP Office are provided in the following pages.

Organogramme of NAP Office.



AP III Project Organogramme



3. Progress of Activities

3.1 Developments in the Project's Structure and staffing

The approved project structure reflected the main objectives of the project with an SPU Unit at PRED Head quarters, to direct and monitor the implementation by the SPU-Field Unit in Vizianagaram, and assess progress in terms of success or viability and potential replication in other PRED projects in the State.

Though policy makers and the management levels of the various institutions involved subscribed to the objectives and the structure to implement the project, this structure did not materialize, particularly at PRED Head Office, where the supervising SPU structure was not created, probably due to the small size of the project and later to the lack of a longer term scenario.

The lack of direction and supervision is clearly reflected in the developments within the SPU in Vizianagaram. A rather strict adherence to the planning, management of implementation and documentation, was much more successful in the first batch of habitations in Jami Mandal than in Gantyada Mandal.

After the first experience with planning, documentation and implementation, NAPO was instructed by ENC to take less of a "hands on" role and limit itself to only monitoring of the technical component in the Gantyada programme.

Whereas the ENC had expected the SPU staff to apply the lessons learned during the Jami Mandal implementation, it turned out that without the necessary supervision from an SPU at PRED Hyderabad, or a more hands on involvement of NAPO, the SPU slipped back and did not adhere to the procedures developed and implemented in the first batch. (planning, management and documentation)

During the winding up in recent months, it became clear that in a number of cases appropriate preparations, such as design drawings for reservoirs, were not made and have now had to be made retroactively, serious deviations from designs have been observed in other cases, while difficulty was observed in getting systems tested, as laid mapping and certification of completion.

In NAPO's view all these problems occurred due to poor receptiveness of the concepts by the line management and a lack of supervision from the PRED HEAD Office , who's interest in the pilot project has declined. The line management has been improved with the appointment of a new EE, who is supportive of the concepts and tries to patch up for past shortfalls.

The final report will provide a more elaborate analyses of progress of the institutional developments and the lessons that can be learned from these experiences.

The Laboratory has been operational for quite some time. The required staff, as described in the approved proposal has not yet been appointed, and the laboratory is presently able to conduct only part of its planned activities.

3.2 General Activity Planning / Development of Schedule of Activities

A salient feature of this project phase in Vizianagaram has been the continuous endeavor by the SPU-PRED staff and NAPO to establish a time frame in terms of determining, logical sequencing and accomplishing outputs.

During the reporting period the concentration of implementing staff has been on completion of technical works and reporting thereof and an increased emphasis on the social component, preparing the community for taking over responsibilities, assessing and improving the Manisa's capability and drafting the hand over procedure and the documentation to be provided to the community at hand over.

3.2.1 Institutional Development

3.2.1.1 SPU- Vizianagaram

As stated earlier, SPU Vizianagaram staff now have the receptiveness to perform and adapt new management techniques, time planning and community participation methodologies. The following staff is in place in the SPU Vizianagaram:

Executive Engineer	1 heading the SPU
Deputy Executive Engineers	2 persons, one for each Mandal
Assistant EEs	6 Persons
Sociologist	1 Social Project Assistant, assisted by 6 Community Organisers
Geologist	None, as hydrogeological activities have been completed in this phase
Accounts Officer	Available
Drivers/Attendants etc.	Available

Staff for the laboratory, as described in the approved proposal has not been filled in, which made the training that was envisaged and budgeted redundant.

The staffing on the technical component has always been abundant. This should be understood in the light of the earlier proposals which targeted a four year programme inclusive of expansion on the one hand and the limitations in hiring policies for the PRED on the other. As no staff could be added later on, the total requirement for 4 years was hired in the beginning.

The recent developments have left the PRED staff uncertain about their possible future role in Sector Reform in RWSS in general and in a follow up programme under the guidelines for sector reform of the R.G. National Drinking Water Mission.

NAPO'S institutional contacts during the reporting period have been more with the Department of Rural Development and APARD than with PRED Head Office in Hyderabad, who seems to have shown little interest in this Pilot programme.

As part of manpower development and capacity building, various workshops had been held in the field office both on the technical as well as the social side, during the reporting period. with emphasis on community participation, innovative and non-conventional

designing, planning and implementation. The acceptance and implementation of the conclusions arrived in these workshops has been encouraging and would indicate that new concepts can be introduced and applied. The main drawback in the actual application has been in the lack of direction from above and shortfalls in the previous line management.

3.2.1.2 NAPO - Vizianagaram

The staff of NAPO has been located in the headquarters, Hyderabad with frequent travel to Vizianagaram. The NAPO staff has been guiding the local personnel on a day to day basis. Calibration and training was organized by NAPO and contracted out to AFPRO for both Jami and Gantyada Mandals During January and April. Trainings in operation and maintenance and pipe jointing were organized for operators, who were joined by interested women.

3.3 Technical Activities

3.3.1 General Issues

As mentioned in earlier Progress Reports, technical activities of the project are integrated into the overall sequence of the project's socio-technical processes, that leads to the establishment of a water supply scheme in a habitation: To recapitulate, these processes are listed below:

- Reconnaissance Visit
- Preliminary Socio-technical Investigations
- In-depth Socio-technical Investigations
- Detailed Assessment of Existing Sources
- Hydrogeological Investigations / source creation
- Evolution of Scheme Designs
- Habitation Planning Workshop
- First Draft of Design
- Presentation of Designs to MANISAs and Gram Sabhas
- Completion of Marginal Appraisal
- Tendering
- Construction

The above sequence of activities now have to be extended to satisfy the main objective of the project, i.e., to establish community ownership and management of constructed schemes. Hence, the additional steps in the project process now include the additional steps of:

- Stabilisation of Schemes
- Technical Completion Certification
- Capacity building within communities
- Hand-over of schemes
- Monitoring of Scheme management, operation and maintenance

By the present reporting period, 12 piped water supply schemes in habitations of Jami and Gantyada Mandals had been commissioned and are operational.

Progress in Anamrajapeta GP, Jami Mandal:

New bore wells had been drilled and hand pumps installed in eleven outlying habitations of Anamrajapeta GP. Some of these wells were showing problems related to depletion of water quantity and of water quality such as turbidity, iron and fluoride content.

All construction activities (including waste water disposal drains and renovation of existing water sources) including of the four PWS schemes at Pushpagiri, Harijanwada, Seethanagaram and Anamrajapeta/Jaggaiapeta have been reported completed in the earlier Progress Report.

Terms of Reference were formulated for calibration of PWS schemes to establish benchmarks records of their initial performance. On the basis of the TOR, calibration of the four PWS schemes were completed using the services of an external technical agency. A comprehensive report on this activity by the consultants is available on the calibration of PWS schemes in Anamrajapeta.

Detailed documentation on construction of the schemes was provided by the SPU on the basis of which most components of the Hand over documents were completed. Closing financial statements in these schemes have been received from the SPU. Technical certification of completion of schemes to stated specification has not provided by the SPU. All four PWS schemes were handed over to their respective Manisas for operation and management.

3.3.2 Progress in Gantiyada Mandal:

PWS schemes in habitations of Tathipudi, Chandrampeta, Chinnamanapuram and Pedda Madhupada, had been made operational earlier. Schemes in Chinna Madhupada, Pensam, Ginjeru and Korlam, were also made operational during this reporting period.

In Karakaravari Kallalu, a small habitation of Korlam, installation of a hand pump had been completed earlier.

Significant deviations from the approved design (marginal appraisal) have been observed in schemes constructed at Pensam, Ginjeru and Korlam without intimation or prior consent of NAPO/RNE. Quality of construction has not adhered to standard practices in a number of cases. Specific instances have been brought to the attention of the SPU. However, follow-up action from the SPU has been generally slow.

Preparations have been started to prepare documentation for hand over of completed schemes. Initially the SPU had agreed to prepare handover documents similar to the documentation prepared for Jami Mandal schemes. However, there has been little progress in this regard, during the reporting period. This may lead to delays in the handing over. In view of the closure of the Pilot programme by June 30, NAPO has encouraged the SPU to speed up these final completions and remedial activities but if not forthcoming the pilot will be closed with best efforts.

The pilot has, in our view, fulfilled its main purpose of introducing and testing alternative approaches and the documentation of the processes involved and the lessons learned can be drafted.

3.3.3 Capacity Building

Training Programme for PWS Scheme Operators

Pipe handling and Jointing: This training was arranged at a site close to Vizianagaram where the laying of HDPE pipeline for the Boghapuram Project was in progress. All operators (except one from Thatipudi) participated along with a number of other people from the scheme habitations of Jami and Gantiyada Mandals.

A representative of Premier Plastic Industries conducted the training program very effectively, first demonstrating various pipe jointing techniques, and then having the operators do the jointing themselves.

Troubleshooting Pumps and Electrical Systems: Representatives of Larsen & Toubro and KSB Pumps conducted training on troubles shooting techniques of electric components of the PWS schemes (like starter, control panel, earthing and its importance etc.) and Pumps respectively. Training was conducted in Jami and Gantiyada at site locations.

While the training programme were of very short duration the training were successful since the objective of these training programmes was to familiarised operators with the equipment that had been installed. These programmes were not intended to equip the trainees with knowledge and capabilities to undertake repair independently.

3.4 Social Activities

In the reporting period, four major activities were accomplished;

1. Re-organisation of the MANISA
2. Capability and Capacity building activities for sustainability of the MANISA
3. Enhancing the awareness levels of the project participants, and
4. Activities facilitating Handing over of the schemes to the MANISA/ community.

3.4.1 Re-organisation of the MANISA:

November 2000 saw the completion of two years of office of all the MANISAs in both the Mandals - Jami & Gantiyada. An assessment of performance outputs of the MANISAs, indicated that across all habitations MANISA members could improve in taking more initiative and get more involved in the day to day activities related to RWSS or others. In the case of the Operator, it was evident that in a number of cases the Operator was over burdened with extra responsibilities in addition to the job as an Operator. In addition the communities have often exhibited tendencies of loading additional and non related responsibilities onto institutions - in the past to the Government or the GP, and now to the

MANISAs. The MANISA's responsibility and mandate is and should be limited to drinking water and sanitation.

This issue was deliberated upon in the re-orientation workshops held on 23-24 Oct. 2000, in both the Mandals and new representatives and officers were elected. The same procedures as adopted earlier were followed, ensuring street wise representation and subsequent ratification by the Grama Sabha. It was mandatory that at least 1/3 of the MANISA members and one of the office bearers had to be a woman. A checklist was used to address the key issues in re-organisation. Each meeting concluded with an oath taking ceremony by the MANISA and the community members.

The copy of the checklist and the oath are annexed.

3.4.2 Capacity building activities for sustainability of the MANISA:

3.4.2.1. Re-orientation workshop for MANISA:

The re-orientation workshop for the MANISAs of Jami & Gantiyada Mandals was combined with the reorganization of the MANISA's on October 23 & 24, 2000. The agenda broadly for the workshop included assessment of MANISA capabilities to take over the schemes. The workshop was intended with a three- fanged objective

To generate the activity plan for MANISAs to finalize the document on Roles & Responsibilities amongst community members

To seek the participants' opinions on the re-organisation of the MANISAs & generate the plan of action for such re organisation

To re-orient the MANISAs for improved O&M collection and on meeting the one year O&M target.

The methodology for the deliberations was a combination of large group discussions and small group exercises by using appropriate tools.

3.4.2.2. MANISA & Gram Panchayat / Sarpanch consultative workshop

The consultative workshop of Sarpanches and MANISA office bearers was organised on 28th February, 2001 at SPU, Vizianagaram with the following objectives:

- To develop common understanding on the existing coordination between the Panchayats and the MANISAs & explore possibilities for further strengthening.
- Review and finalisation of the Roles & Responsibilities document.
- Review of actions to mobilise one year O&M collection.

The copies of the Working document on the Roles & Responsibilities were sent to each of the MANISA members two months prior to the workshop. The members in turn took the responsibility of sharing the document with the House Holds in their respective streets and sought their inputs for further refinement of the document. The street- wise suggestions were consolidated at the MANISA level. In the workshop each of the MANISA representatives presented their inputs which was incorporated under three heads; deleting irrelevant roles/responsibilities, adding new aspects and finally modifying the hitherto stated functions. In order to provide space for inputs in the future, this document with all these changes were considered as the Working Document II, and are in the possession of the MANISAs.

The members from the MANISAs and the respective Sarpanches attended the workshop. The workshop adopted the participatory methodology. Small group discussions with the use of cards, followed by presentations in the plenary with the assistance of charts helped the group to clarify issues and arrive at a consensus. The workshop was effective in arriving at certain clear lines of co ordination and relationship among the Panchayat and the MANISAs, finalization of the MANISA Roles & Responsibilities and review of the O&M status. In the concluding session of the workshop, the District Collector re-emphasized the need for the early mobilization of the one -year O&M collection.

3.4.2.3. MANISA-APEX Body formation:

The need for the formation of the APEX body has been an offshoot of the discussions on meeting the one years target O&M collection. In addition, the orientation training imparted to the newly elected MANISA members reiterated the need for streamlining the O&M collections and depositing the collected amount (equivalent to a one years collection) as a Fixed Deposit. During the various community meetings this issue has been very elaborately discussed. Annam Raj Peta being one Gram Panchayat, the village elders, the GP members and the local leaders took it upon themselves that the required O&M fund can be collectively mobilized by supplementing the backlog from contributions from the Sugar cane growers cooperatives. A number of meetings later, on 20-03-2001 the preliminary discussions on AnnamRaj Peta Apex body formation was conducted in the presence of the Sarpanch, members from the sugar cane growers cooperative and MANISA office bearers. In a well-guided discussion, a decision was taken to form the Apex body on 9th April 2001 in presence of all the MANISA and special members at Pushpagiri.

The second meeting took place on 20-04-2001, and the follow up meeting on 11th April 2001. The final meeting was conducted on March 30, 2001 and the structure of the APEX body finalised.

The final tally is that the General Body (GB) has 24 members. These names were sent by the respective habitations (as per the MANISA resolutions in each habitation). The composition of the GB is 19 MANISA members and 5 co-opted members. Of these, 9 members were selected for the Executive Body.. In order to avoid the political domination of any party, the group decided not to have Office bearers. However, the signatories for transacting the APEX body A/Cs were selected. All through the same procedures as followed in the MANISA formation was adopted on the issue of both representation of members and the representation of women (1/3).

3.4.2.4. Accountancy & Book keeping training:

Re-organisation of the MANISAs reiterated the need for an orientation to all the newly selected members and also those who were reinstated. The objective of the training was to give an orientation to all the MANISA members on the AP III programme objective and the methodology adopted in its implementation. The fact that the MANISAs had started collecting the O&M amounts and also maintaining accounts at the individual habitation levels brought out the need to address the issue of book keeping. After weighing the pros and cons of the various methods, it was decided that the training would be imparted at the habitation level. This method would ensure that the habitation specific issues would get addressed.

The second aspect was that the system of collecting O&M across all the habitations was by and large uniform in terms of the receipt books printed and maintenance of the counterfoils. This brought out the specific need to have a uniform format for accounting. The NAP/SPU team developed accounts procedures/ pro forma for MANISAs, which were simple, yet with checks and balances. The draft formats were then field tested in Korlam. Based on the feedback from Korlam structured training design was developed. The Accounts books/records were printed centrally and distributed to all the MANISAs. All the MANISAs are now using the same books.

3.4.2.5. Sanitation:

Sanitation related issues have always been considered as part & parcel of the AP III Prpogramme. In the earlier reports the efforts made in the direction of the sanitation plan and the subsequent follow up by the MANISAs has been discussed. All the MANISAs have taken upon themselves the task of addressing the various sanitation issues in the habitations. The normal practice followed is that the person responsible for a specific street monitors all the sanitation issues of that street. Consistent monitoring by the MANISA has resulted in changes related to sanitation practices viz; usage of water, storage of water, disposal of the waste water, disposal of solid waste and the linkages with the Mandal office for availing of bleaching powder, chlorine and the construction of latrines. Initiation of the school sanitation clubs and propagating of messages through them is being planned out. The need to have a summer camp with kids as '**child squads**' is being explored.

Sanitation specifically will continue to be an area that would require special attention in times to come, as unless and until sanitary practices become a way of life & living, tangible outcomes may not be visible.

3.4.2.6. Addressing community conflicts / and problem solving skills:

Building the capabilities of the MANISAs to address community conflicts (caste, political factions and others) and enhancing their problem solving skills for conflict resolution is vital for sustainability. Many of these problems result in decreased payments for O&M. The project has been addressing this aspect from the inception stage itself. There have been various cases where the MANISAs could resolve their own conflicts. However, in certain complex issues involving the political interference, the COs, SPA or the EE and District Collector have been forced to intervene.

The strategy in the recent past has been to shut off the supply of water if a consensus is not reached after the required negotiations. The PRED, specifically the EE and the SPA are the main actors who have been playing a key role in problem solving. The District Collector also has taken a keen interest in the entire programme and gets involved in problem solving. The faction feud at Pensam is case at hand. The positive aspect of the whole process is that today there is an increased level of awareness and commitment on the part of the community. The MANISAs along with the GP members, local leaders and the local politicians ensure that conflicts get resolved at the earliest and water supply gets restored.

3.4.3 Enhancing the awareness levels of project participants:

3.4.3.1. Wall paintings:

Painting of the social maps/scheme maps are a step in the direction of creating awareness among the community and are a part and parcel of the programme. The community has been familiarized with the design at the approval stage but to have a permanent map of the "as laid" scheme painted on a public wall is considered a contribution to awareness building. In the previous reports the initiatives in this direction have been detailed out. The task got completed during the reporting period. As of now in all the habitations the social and scheme maps are displayed in central places.

3.4.3.2. Cultural Activity:

The second activity, which was promoted and met with much success, is the cultural activity locally called as the Burra-katha. Burra -katha is a traditional and popular art form in Vizianagaram district. Due to its high popularity in the District and the effectiveness of the media to directly communicate with the people on a one to one basis, this media was preferred & used to convey the required messages across all the habitations. In all the habitations the attendance was estimated to be around 90%. The direct impact of this programme is evident in enhanced O&M collections. Video footage has been made for later documentation.

3.4.4 Activities facilitating Handing over of the schemes to the MANISA/ community:

3.4.4.1. Finalisation of the Household details:

The exercise for finalization of the details related to the House Holds (HH) was undertaken in the month of November 2000, with the intention of validating/verifying/up dating the information which was collected in November 1998 (at the project initiation). With the schemes completed and operational, the pressure on O&M collection increased, and the updated HH data would set the estimates for systematic O&M collection.. The exercise pointed to differences in the data listed in the Water needs analysis and the more recent data for O&M collection. It was felt necessary that the available data needs to be compared and a final figure arrived at. The task involved keeping the WNA as a base data and re-checking the existing population on house to house basis.

The exercise resulted in a final tally of figures. The discrepancy was mainly due to the double entries of HH and migrant population.

3.4.4.2. NGOs Consultative Workshop:

Negotiations for handing over of the schemes to the community revealed that the MANISAs need some kind of peripheral support after handing over has taken place. As the handing over would result in changed roles on the part of both the SPU / NAPO within the given time frame, the need for other possible support systems were explored. Local NGOs, were identified as a possibility for such support. The NGOs willingness to be part of the

process and the need to develop a joint plan of action resulted in the decision to hold a consultative workshop.

A background paper stating the background and the expectations from the workshop was sent to the groups working in both Jami & Gantyada Mandals. Specifically the objectives were stated as:

- To develop among NGOs understanding on the AP III, RWSS programme (Objectives, components, achievements & status)
- To understand the profile, activities, strengths of each of the participating NGOs and relate them to RWSS
- To develop joint action plan with each of the NGOs for synergistic action in the project area.

In all, 4 groups from the two Mandals participated in the discussions. Each NGO was asked to make a presentation on their organization profile. This was followed by small group discussions. The outcome of the workshop is that two of the four groups were prepared to immediately get involved in the MANISA activities and guide them, where as the other two groups expressed their need to consult with their Head Offices. A date was fixed for further meetings to be organised at Mandal levels for more preparation of strategic/ specific work plans.

3.4.4.3. MANISA assessment study:

The AP III programme objective has been to ensure that the schemes will be handed over to the MANISA / Community and they will manage the same. In Jami Mandal the construction of schemes have been completed and handing over to the community also has been successfully completed. To effectuate handing over and efficient management by the community it was felt necessary to make an assessment of the strengths, weaknesses and the areas needing improvement. Hence it was decided to undertake the study on the MANISA capabilities.

Two independent consultants were assigned the task. Detailed questionnaires were used for interviewing the MANISA/non MANISA members, the Operators and checklists for verification and observation. The study focussed on the various aspects of the project and interviewed a cross section of all the stake- holders. The data tabulation has been completed and the report is under preparation.

3.4.4.4. O&M Collection Status:

Within the pilot project (with a lack of experience in the actual O&M cost) the estimate of the financial O&M requirement is a point of discussion. An earlier limited research in 9 PRFS villages, indicated rather low requirements. In terms of administrative simplicity the project has opted for a system of a percentage of the capital investment or construction cost of the scheme, as a standard for annual O&M requirement.

Only later after observing real expenditure could adjustments be made.

The re-organisation of the MANISAs and the subsequent trainings reiterated the need for the one- year O&M funds to be in place. A number of meetings and discussions later it was decided that the collection process has to be streamlined and strengthened. In this direction the following activities were implemented:

1. A letter (first notice) was issued by EE to all MANISAs dated 10-01-2001 stating their contribution and informing them that it was the first notice and that they would have to pay up by 31st January'2001.
2. In this sequence, a second reminder was issued by the EE to MANISAs (As was planned) dated 06-02-2001. (the letter intended for 20-1-2001 could not be sent due to certain administrative delays and finally was sent only on 6-2-2001). In this notice the EE made a reference to lack of needed response and inaction of MANISAs on the earlier notice and hence the need for a written reply to the second notice on the actions being taken failing which they would have to face the consequences.
3. Simultaneous efforts of Various MANISAs are on to mobilize Village common funds.
4. In the consultative Workshop of Sarpanches and MANISA office bearers, a session on "Review of O&M collection" was held in which, present status was presented to the participants and they identified their problems associated with poor O&M collection and developed plan of actions to deal with the problem
5. District Collector was invited to participate in the proceedings. He made following observations:
 - By March 31st all Habitations should mobilize Target 1-year collection.
 - In case of Habitation with less than 50% collection, either scheme will be shut down or MANISA will be suspended.
 - There will be Best MANISA and Best O&M collection awards based on the least number of the defaulters
6. MANISAs would paste a notice in the village center giving details of O&M and the names of the defaulters
7. MANISA making public announcements on tape in all the habitations highlighting the need to pay up the O&M by the agreed upon a final date. 3 audio cassettes were recorded and used for the purpose.

The outcome of these efforts has resulted in an improved O&M collection status, the details of which are given in the Annexure.

3.4.4.5. Handing Over of the Schemes:

The handing over of the schemes to the MANISA / Community in Jami Mandal was conducted in Pushpagiri temple at Annamrajpetta. The PRED /SPU staff and NAPO representatives participated in this occasion. The highlight of this event was the presentation of the 'Handing over document" and the Tool Kits for O&M to each of the MANISAs. The hand over document / book, included an agreement signed by all the parties - the EE, MANISA members, Sarpanch and NAPO representative, and the data on the scheme, O&M manual and other information as agreed in the hand over procedure.

3.4.5 Future Plans:

As the project period would be coming to an end by June 30, 2001, the focus in the last quarter would be on stabilizing the scheme, streamlining the issue of O&M and tying up loose ends. The second aspect would be to consolidate experiences and document the same for the future.

3.5 Water Quality Testing Laboratory

Subsequent to an external consultant's assessment, certain additions and alterations were agreed to, to equip the Laboratory for proper bacteriological testing capabilities. As an integral part of the overall project re-budgeting, the revised budget for the Water Quality Testing Laboratory stood at Rs. 23.75 lakhs, taking the above modifications into consideration. These modifications were completed. The construction and equipping of the Laboratory is now reported complete by the SPU. The closing financial statement of the Laboratory has been received, certified by the SPU and stood at Rs. 23,70,119.10.

The Laboratory was staffed by contracted technicians. Prior to the last Steering Committee meeting of the Project, the SE-RWS, PRED, Vizianagaram, has provided in writing that the PRED is unable to engage full time and specialist staff, as described in the proposal, for the Laboratory. Hence, upgradation of skills through training programmes / external consultancy, has not been undertaken.

4. Internal Monitoring

SPU - PRED have submitted their progress reports, both financial and physical, for the period until February 2001. NAP office has intimated to PRED / SPU that all future payments on construction will, in the future, be made on submission of final bills, supported by completion reports. PRED is now in the process of preparing the final bills.

STATUS OF O & M COLLECTION AS ON MARCH 31, 2001

S.No	Name of Habitation	No. of Households	Expected one year O&M collection	O&M collection as of November 2nd week	% to one year Target	O&M collection as of March 31st	% to one year target
JAMI MANDAL							
1	Annam Raju Peta	280	33600	4710	14%	11480	34%
2	Seethanagaram	194	23280	2436	10%	4660	20%
3	Pushpagiri	67	8040	1680	20%	3350	42%
4	Harijanawada	53	6360	958	15%	2225	35%
5	KV kallalu	13	780	1000	128%	1000	128%
6	Cheruvulopala	25	840	365	43%	920	110%
7	Pathetibadi	13	780	850	109%	850	109%
8	Ch. V.Kallalu	14	840	365	43%	485	58%
9	Vedurlapatti	12	720	470	65%	725	101%
10	Dibbagutibadi	24	1440	590	41%	800	56%
11	Gummidibba	7	420	240	57%	290	69%
12	Musirikadibadi	18	1080	395	37%	515	48%
13	Bangarammagudi	14	840	220	26%	240	29%
14	AV kallalu	4	240	560	233%	560	233%
		738	79260	14839	60%	28100	76%
GANTYADA MANDAL							
15	Peda Madhupada	525	63000	3380	5%	8434	13%
16	Chirra madhupada	73	8760	780	9%	2080	24%
17	Thalipudi	122	14640	2545	17%	6270	43%
18	Ginjethu	309	37080	3795	10%	4620	12%
19	Korlam	576	69120	5505	7%	25300	37%
20	KK Kallalu	32	1920	505	26%	930	48%
21	China Manapuram	199	23880	1725	7%	7170	30%
22	Pensam	324	38880	3010	8%	14400	37%
23	Chandrampeta	216	25920	6010	23%	6010	23%
		2376	283200	27255	12%	75214	30%
GRAND TOTAL		3114	362460	42054	36%	103314	53%