
**IMPACT OF RURAL WATER SUPPLY IN KERALA WITH COMMUNITY MANAGEMENT: THE NGO'S
PERSPECTIVE****Shibu Augustine¹, Dr. Dilip Keshawrao Barsagade²****Department of Social Work****^{1,2}Himalayan University, Arunachal Pradesh (India)****ABSTRACT**

The Kerala is a State with many water starved pockets, which particularly in the mid year months. At the point when they brought together, supply driven rustic water supply projects of the legislature got to be distinctly lacking to handle the drinking water necessities, community oversight plans came up. Since the social qualities of the community firmly impact undertakings of this class, every plan was found to contrast from the other. This paper concentrates on the Kerala Rural Water Supply and Environmental Sanitation Project (Jalanidhi), the model of which has turned out to be synonymous with provincial water supply in Kerala today. The Jalanidhi has been praised as a fruitful program, with its one of a kind idea, design and execution. In any case, the venture has not been analyzed from the point of view of the NGOs. The paper plays out this practice with the assistance of field information and a hypothetical model, connecting the two primary parts of the venture: the NGOs' point of view and administration quality. On the premise of the examination, express meaning of the parts and duties of the NGOs are made.

Keywords: Community management, Jalanidhi, SERVQUAL.

INTRODUCTION

India's National Water Policy (2002) has named the most lifted requirement for drinking water supply needs took after by water framework, hydropower, course and mechanical and diverse livelihoods. In the dynamic Five-Year Plans and the intervening yearly masterminds, attempts have been made to make water supply and sanitation structures rapidly, and water resources

endeavors ought to fuse a course of action for drinking water supplies. A skeptical picture develops when the country drinking water situation of Kerala, the south western State of India, is considered. In a geological region of 38.863 Million square Kilometers, Kerala has a normal yearly precipitation of 2939.75 and an aggregate yield of 78041 Million Cubic Meters from 44 streams. In any case, just 72% of its populace has drinking water inside the premises.

The water supply of the State is inside the domain of the administration association, the Kerala Water Authority (KWA), which takes after a unified, supply-driven model. Despite the fact that proper for urban territories, the model has its impediments in country ranges. The necessities and inclinations of the clients are regularly disregarded in the traditional water supply frameworks composed by KWA. The scattered settlement example of Kerala forgets detached pockets of water-rare families. The stand posts, which the rustic society rely on upon, are laid along the current streets without considering the separations that must be crossed to contact them. Their inclination to local well water for drinking reasons for existing is frequently dismissed and expansive water supply plans with expand water treatment offices are composed. Be that as it may, the blossoming populace and absence of water preservation measures leave water sources dry in the late spring season, prompting to intense water shortage. This outcomes in residences "secured" in water supply arrangements descending to "halfway secured" or "revealed" status. Moreover, the inconsequential levy that is collected for the water provided is insufficient for the working of KWA. Indeed, even as assets are consumed on plans, the wastefulness and mismanagement of the water supply frameworks have inflicted significant damage

on the fulfillment of the rustic populace and the believability of KWA.

These issues, combined with the State's social, political and social foundation have sown the seed for some a test in the country water supply area. Similarly as India has a three layered elected vote based system with the focal, state and area organizations, areas work with three layered neighborhood self-government foundations (LSGI): the Gram Panchayat, Block Panchayat and the Jilla Panchayat; the Gram Panchayat (GP) being the most reduced level. The decentralized majority rule arranging presented in the State of Kerala in 1996 reverted more budgetary and regulatory powers to the LSGIs than some time recently. This, alongside the Government of India (Gol's) changes in the water division standardizing client - cooperation, set the scene for community management on a huge scale. Neighborhood activities and effective projects in different areas, empowering investment of clients, additionally induced more strides in this bearing. The accomplishment of specific plans financed by the World Bank (WB) and the focal and state governments additionally empowered outlining country water supply plots in the community oversaw arrangement.

For a populace acquainted with the routine organization of administration and administration conveyance, community

management represents an outlook change. Understanding the subtleties of community management, the Ngos' point of view and their part in enhancing administration conveyance are endeavored in the accompanying areas.

CONTRASTS BETWEEN CONVENTIONAL AND COMMUNITY MANAGED SCHEMES

KWA takes after the customary, incorporated arrangement, which gives prime significance to the perspectives and choices of the subsidizing and executing powers, with the recipient and his perspectives taking a secondary lounge. A portion of alternate contrasts between the customary model and the community oversight model are recorded in Table 1.

Table 1: Conventional versus Community Managed Model of Rural Water Supply

Conventional Model	Community-Managed Model
<ul style="list-style-type: none"> • Supply-driven • Centralized beneficiary selection • Top-down decision making • Maintenance: a governmental responsibility • Water given out free or at very low cost • Service quality is the responsibility of the government 	<ul style="list-style-type: none"> • Demand-driven • Significant local participation: community initiates, plans, implements, maintains and owns • Maintenance: a community responsibility • Women play a key role • Private sector provision of goods and services • Full cost recovery of operation and maintenance (O&M) and replacement costs • Service quality is the responsibility of the community

In spite of the fact that the above focuses hold useful for a large portion of the plans in the community oversight display, wide

varieties are seen in the specialized artfulness, community attributes and administration quality.

THE KERALA RURAL WATER SUPPLY AND ENVIRONMENTAL SANITATION PROJECT (JALANIDHI)

The significant leap forward happened in country water supply when the WB chose Kerala to execute an enormous, thorough bundle of water supply and sanitation in 1999. The Kerala Rural Water Supply and Environmental Sanitation Project, named Jalanidhi (July 1999-September 2008), had the fundamental expectation of enhancing the nature of rustic water supply and sanitation benefit conveyance in the State. The venture was to take after a decentralized, cost recuperation mode. An extraordinary reason vehicle, the Kerala Rural Water Supply and Sanitation Agency (KRWSA) was set up under the support of the WB, working under the Department of Water Resources, Government of Kerala (GoK). The program was also planned to test the achievability of the model so it could be scaled up state wide. Through wide degree and unprecedented groups for tribal and waterfront parcels, it could cause the possibility of group administration to the grass roots and get reputation.

Jalanidhi, truly signifying "water fortune", was granted to the community which considers water as a fortune. Tuned in to the ideas of decentralization, cost sharing and community management, the plans were granted to individuals just on request. The

request was raised by the recipients, in light of their eagerness to share in the capital expenses and to shoulder the O&M costs. Every plan took into account a gathering of family units, which could even be as low as 12 in number. Every plan owed 75% of the capital expenses to the WB, 10% to the GP and 15% to the recipients. Notwithstanding cost sharing, the recipients took an interest effectively in the arranging procedure, helping the dominant presences in choosing the area and kind of water source, the conveyance framework and partook in the development exercises. The program likewise included a high level of institutional coordination and intended to incorporate the numerous goals of water arrangement, sanitation, natural management and ladies empowerment.

The water supply framework comprised of a water source, either surface or ground water, and a dispersion framework, either gravity or pumping, which gave water to the family units through one residential association each. The framework took after a comparative arrangement in all areas and went for the fundamental thing, since the share of capital expenses was borne similarly by every single recipient family unit, independent of their paying limit. Treatment was once in a while more than chlorination with no detailed treatment offices. The O&M costs were met through the assessment assembled from the customers and was

planned to cover the power charges, pump overseer's compensation and some different potential outcomes that may develop in the midst of operation of the arrangement. KRWSA got stores passed on from the WB through the GoI to the GoK and relapsed that to the Support Organizations (SO) through the District Project Management Unit (DPMU). The SOs was non government associations (NGO) which executed the venture in the field. The program worked through the arrangement of little groups called Beneficiary Groups (BG), for whom the plan provided food. The management of the BG was through a Beneficiary Committee (BC).

In its decade long execution history, 3712 community oversight plans were set up in 112 out of the 999 GPs in Kerala, in this way giving 1,127,000 individuals access to safe drinking water. The venture has caused around 753,000 individuals to have entry to enhanced sanitation administrations. These accomplishments in Phase I have prompted to the WB financing the second period of Jananidhi which began in 2012.

PROBLEM STATEMENT

It has been watched that with the support of the Support association one rustic supply plot has been effectively actualized however continuation of fruitful venture is extremely troublesome on account of absence of

immaculate authority and money related shortage for operation and so on as a result of taking after reasons:-

- a) Financial Scarcity.
- b) Lack of initiative Quality.
- c) Unwanted delay
- d) Problems to gather Money from Beneficiary Group.
- e) Lack of Timely Support from Project Leaders.
- f) Unwanted confinements from top venture pioneers from Government Sector.
- g) Lack of Perfect Back Bone support after usage of ventures.
- h) Increasing of Maintenance cost.

OBJECTIVES OF THE STUDY

To study about Jananidhi project, Role of NGO and it's after effects among the people of Kerala

- To study social, demographic profile of the respondents.
- To know initial stages of community development projects.
- To understand about the different habits of the people.
- To study present status of water supply societies

- To understand community development project and its effects among the rural people.

THE NGOS AND THEIR ROLES

Compared to the conventional model, the Ngos and their roles are different in Jananidhi. While the conventional approach had just the central or state governments, the KWA and the users on the scene, Jananidhi is all about the co ordination of the various tiers of NGOs.

Table 2: Role and Responsibility of the projects in Kerala

Phase	Roles and Responsibilities		Bad	Good	Very Good	Excellent
Implementation	1.	Mobilization of remaining cash contribution		√		√
	2.	Sanitation & Hygiene Promotion implemented			√	√
	3.	Construction Training	√		√	
	4.	Community Contracting for procurement				√
	5.	Construction of water supply schemes				√
	6.	Rehabilitation of water supply schemes		√		√
	7.	Construction of other components		√		√
	8.	Women Development Initiatives			√	√
	9.	Construction Monitoring	√	√	√	√
	10.	Collection of 50% annual O & M costs				√
	11.	Signing Implementation Completion Report (ICR)	√	√	√	√
Implementation	1.	Refresher training of BCs on O & M			√	
	2.	Sustainability monitoring	√	√	√	√
	3.	Project Impact evaluation	√	√	√	√

Source: Project Appraisal Document, 2000

Jalanidhi guaranteed that the parts were carefully played by the NGOs. In any case, delays in usage happened because of political and social reasons. The NGOs' point of view of

the venture, as acquired from meetings and poll overviews, is talked about beneath.

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- WB: The strategies and structure of Jananidhi are in accordance with the Bank arrangements. The lessons learnt from comparable tasks done worldwide have been consolidated. Neighborhood quirks, including governmental issues, social attributes, administration, territory etc. have additionally been considered. An inflexible yet adaptable style, with between time assessments and sustain backs including outsider evaluations and field overviews keep the venture in its correct track.
 - GoI: Experience from comparable different ventures adds to the execution. Requires nearby varieties in plan origination and usage, considering the attributes of the territory, society and assets.
 - GoK: Played the part of a facilitator rather than a supplier. Mitigated of the obligation of giving water to the country populace.
 - KRWSA: Existence of the exceptional reason vehicle free of government/political mediation. Assumed the part of facilitator well.
 - GP: Achievement of drinking water scope with only 10% commitment for every plan put lesser strain on the financial plan. WB store could be utilized to fortify GP. The model was a stage forward as far as decentralization and appointment of power. GP had no obligation post-dispatch. [There was no institutional framework set up to screen and furnish BGs with any specialized/money related support/direction in O&M and resource management. None of the GPs even had a correct thought of what number of BGs was functioning.
 - BG: The BGs dreaded politicization if the GP is permitted to command. In any case, they concede that political leanings have not the slightest bit influenced the working or approach of the GP towards the BG. They were content with the possession and management of the plans. Despite the fact that the innovation was straightforward, a few groups experienced issues in O&M. A portion of the BGs sought a hand holding by the GP in times of upkeep of the plans. Water supply, sanitation and ladies empowerment gave a synergic improvement of the community.
 - Ward part/lawmaker: Happy about the independent gatherings of clients. Credit, sans duty.

DESIGN AND METHODOLOGY:

The investigator delineates about the Jananidhi Project (A Rural Community Water

Sully Scheme Kerala) (Wash), Role of Ngo and Its Impact on Rural Community Kerala for the future needs of the participatory group headway reaches out inside Indian Rural people group to propel speedy and contamination less utilization.

Essential Data Primary information will be gathered from the Random individuals from the Beneficiary Group of 22 BGs and 4 Scheme Level Committees Through survey, perception and casual meetings and so on. Auxiliary Data Secondary information gathered from, Books, Internet and News Headlines.

INFORMATION ANALYSIS

After information accumulation the analyst will legitimately checked all the data. At that point the information were coded and exchanged to the ace coding sheet for further investigation. Straightforward rates were ascertained to translate the information.

RESULTS & DISCUSSIONS

The recipients are the most critical partners of the venture. The plan is started on their request; they contribute as far as specialized (natural sound judgment included) know how, assets and management of the plan. The execution of the plan is exclusively in light of their management effectiveness. To evaluate the accomplishment of Jananidhi, it was basic to comprehend the impression of the

recipients. Henceforth a review was directed to get the reactions of the recipients on the execution of the plans. The inquiries and their reactions are appeared in Fig 1. The reactions were noted against a five point Likert scale.

Notwithstanding the reactions recorded above, it was found that after the underlying hesitance to join the venture, the reaction by the community was overpowering. The capital share was borne humbly by the recipients. Notwithstanding the way that the capital share realized the shirking of the poor to some degree, the prerequisite for sharing in the cost was recognized by the overall public and they responded well. Despite the fact that sanitation was not given sufficient significance, mindfulness creation and development of toilets were taken up. Ladies advancement activities did not take off of course, but rather the empowerment accomplished by ladies was honorable.

It is fascinating to note that the recipients were excessively worried about the oddity of the community management idea that the principal prerequisite of keeping up and enhancing administration quality was regularly ignored. Be that as it may, with a view to investigate the potential outcomes of good administration conveyance, a hypothetical examination of administration quality is done from the point of view of the Ngos through a model.

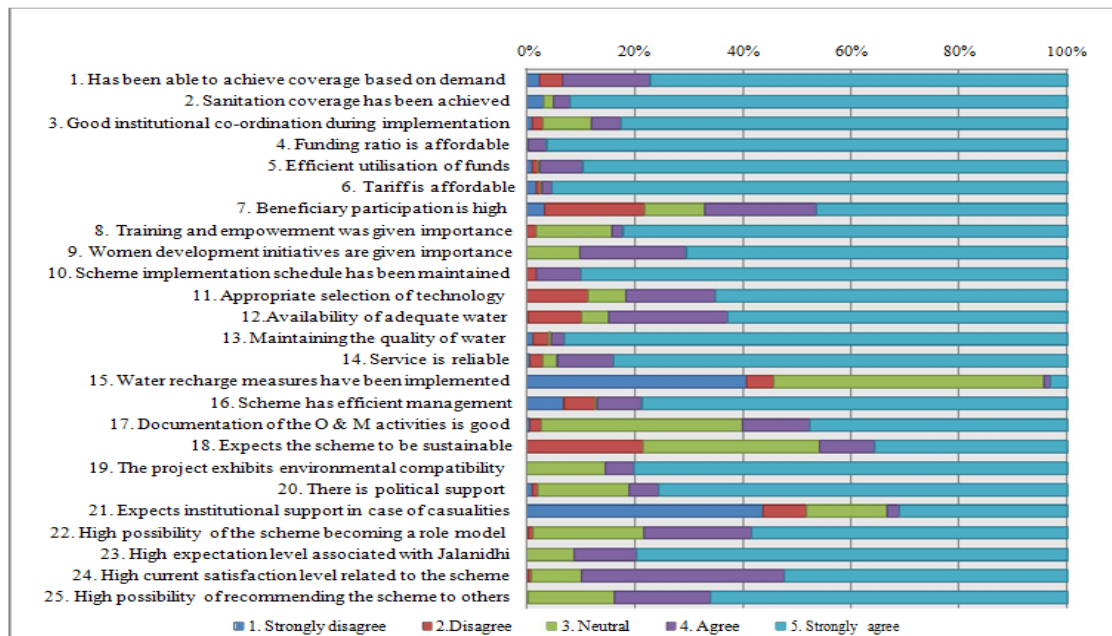


Fig. 1: Bar Chart Showing the Responses of the Beneficiaries

CONCLUSION

The standard methodology of evaluating the accomplishment of a venture by the quantity of plans executed and additionally the quantity of recipients served, is off base. For activities in the community oversight mode, the achievement relies on upon the managed excitement of the recipients in running the plan. The help and support of powers may likewise be required when the community confronts issues of upkeep and substitution. To put it plainly, the Ngo keeps the venture alive.

An extraordinary strategy for examination has been utilized to evaluate the impression of the Ngos. A hypothetical model distinguishes

the holes in administration quality in Jananidhi. The field information supplements the same. These frame the premise of rethinking the parts of NGOs to enhance the execution of Jananidhi.

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