

TERMS AND REFERENCE

For engagement of Jala Sathi in NAC Khariar Road 2024-25

1. The last date for submission of the Expression of Interest (EOI) is on **26.09.2024 at 5 P.M.** and the technical bid will be opened on **27.09.2024 at 11.00 am** in the Council Hall NAC Khariar Road.
2. The interested Mission Shakti Group/WSHG/ALF members may down load the EOI documents including formats of Technical bid from the NAC Khariar Road official website www.nackhariarroad.in and District website www.nuapada.odisha.gov.in The Mission Shakti Group/WSHG/ALF should submit paper cost of Rs.500/- in shape of Cash payable at NAC, Khariar Road (Non-refundable)
3. The EOI will be valid up to the end of date **26.09.2024**
4. The applicant (member of the Mission Shakti Group/WSHG/ALF will be present at the time of opening of EOI. In case of absence of the applicant or her representative, the committee has the right to open the EOI.
5. The bids will be evaluated on the basis of criteria such as year of Group Formation, Group Management, Financial Behaviour, Group integrity and Qualification of member by a committee constituted for the purpose and the findings of the committee will be final and binding. The same cannot be challenged at any forum thereafter. Intending bidder will have to submit undertaking in this regard.
6. The Mission Shakti Group/WSHG/ALF must have Rs.50000/- balance in their Passbook as on the date of submission of application
7. A written test regarding knowledge of water Management in the ULB for the candidates will be conducted if necessary with consultation of SUDA before final selection as may be prescribed by the NAC
8. The NAC.Khariar Road with its representative the Executive Officer reserves the right to reject the EOI submitted by Mission Shakti Group/WSHG/ALF, if not satisfied with concerned Mission Shakti SHG's/ALF credibility and past performance record.
9. No communications shall be entertained over telephone, Fax, email or in person questioning the decision of the committee
10. Any dispute arises over the quality of the service will be verified by the designated officials of NAC, Khariar Road
11. There should not be any precondition of advance payment or time limit, what so ever. The bid submitted will be taken as absolute without any precondition.

12. The member of the Mission Shakti Group/WSHG/ALF will be engaged for 2(Two) years as Jala Sathi. The contract may be extended for subsequent year if required on the basis of satisfactory services/performance with an evaluation report by the NAC City Mission Manager (CMM)

13. An undertaking in an Rs.10/- non-judicial stamp paper stating the following must be attached with the bid.

> I (name designation and group name) will be responsible for discharge of my duty as Jala Sathi and other duty as and when assigned by the NAC, Khariar Road.

> Our Mission Shakti Group/WSHG/ALF (name of the Mission Shakti SHG) belongs to the ward no. ----- . > All the members of our group are following the Panchasutra.

> (the name of the Mission Shakti Group/WSHG/ALF or member) is not in default on a loan obtained from a bank or a non-bank financial institution (NBFI).

> If we (name of the Mission Shakti Group/WSHG/ALF) fail to deliver our responsibility or deliverables through our selected member during the contract period after selection, we will not be considered for government programmes for the next two years.

> We (the name and address of the Mission Shakti Group/WSHG/ALF) have not been blacklisted in any previous assignment.

> We will abide by the terms of the Memorandum of Understanding (MOU) between the ULB and the group.

> we will obey the decision of the selection committee with honor and without any objection.

14. Only the qualifying members of the Mission Shakti Group/WSHG/ALF will be considered for the said assignment.

15. Eligibility criteria for Mission Shakti SHGs

SL No	Parameter	Criteria
1.	Group Formation	Completion of Two year from the date of application.
2.	Group Management	Strictly adhering to Panchasutra (Regular Meetings, Regular Savings, Regular Internal Lending, Regular Repayment, Regular Record Keeping)
3.	Account balance	Mission Shakti Group/WSHG/ALF Must have a balance fund of Rs.50000/- as on the date of submission of EOI
4.	Financial Behaviour	No financial irregularities (such as Loan declared as NPA, write off, one time Settlement of loan etc.
5.	Group Integrity	No record of involvement in any antisocial or criminal activities.
6.	Qualification	The minimum qualification of recommended members of the Mission Shakti/ALF/WSHG should have passed class X or above for Jala Sathi.

16. Terms of Engagement

- a) The engagement of members of Mission Shakti Group/WSHG/ALF is purely on a voluntary basis with incentive to encourage community participation in urban water management
- b) The NAC Khariar Road will sign an MoU with the selected member of the Group with detailed terms of reference.
- c) The period of engagements of members of the Group is particularly for the period mentioned in the MOU.
- d) The Group members cannot claim to be an employee or permanent staff of the Mission.
- e) The selected members of the Group will be thoroughly trained on their role and responsibilities to accomplish their duty.

Who could be a Jala Sathi?

- (i) One of the Dynamic WSHGs of that locality will nominate suitable members as Jala Sathi for different areas in the assigned wards having educational qualification having passed class X and above
- (ii) WSHG members having experience in community mobilization and keen interest to work towards water Management may be given preference by the WSHG.
- (iii) Persons having criminal track records, political affiliation should not be used as Jala Sathi.
- (iv) ULB may also explore the possibility of engaging the services of Area Level Federation (ALF) wherever they are active & dynamic for performing this.

Role and Responsibilities of SwachhaSathi:

- (i) Jala Sathi should sensitize all households in the locality to do the water fee collection at household level itself.
- (ii) . Jala Sathi must sensitize local markets/Schools/institutions/ Parks regarding Source segregation and demonstrate the same for better understanding.
- (iii) She has to assist ULB in undertaking IEC activities in the locality.
- (v) The ULB will be dealing only with the WSHG & not with any individual Jala Sathi.
- (vi) The incentive will be given directly to the Bank Account of the WSHG and not to the Jala Sathi (Member of the WSHG). The Groups are free to use one or more members for performing the assigned responsibilities.
- (vii) **Capacity Building of Jala Sathi/WSHG/ALF:**

NAC Khariar Road will organize orientation sessions/meetings for Jala Sathi/WSHG/ALF to make them aware about different components of Solid Waste Management to improve their performance.

Assessment of performance:

The NAC Khariar Road authority must assess the performance of Jala Sathis and may take needful action for better result either by replacing the existing Jala Sathi/WSHG/ALF or through proper reorientation of the approach.

**Expression of Interest (EoI)
for Engagement of Jala Sathi**

Technical Bid

SL No	Item	Details
1.	Name of the Mission Shakti Group/WSHG/ALF	
	Registration Number	
	Ward No.	
	Communication Address	
	Contact Phone number	
2.	Documents To be furnished by Mission Shakti Group/WSHG/ALF	
	i. Group Profile (Group Formation Copy)	
	ii. Registration Certificate (downloaded from portal)	
	iii. Bank Passbook front page and last updated page photocopy	
	iv. Bank account statement for last 3 months	
	v. Resolution copies of group meetings for the last 3 months.	
	vi. Resolution copy of nominated member	
	vii. Qualification certificate of the nominated member	

3.	<p>An undertaking in a Rs.10/- Non-Judicial stamp paper stating the following has to be attached with the technical bid and signed by the President and Secretary of the Mission Shakti Group/WSHG/ALF with seal:</p> <ul style="list-style-type: none"> > I (name designation and group name) will be responsible for discharge the duty by our nominate member. > Our Group (name of the Group) belongs to the ward No. --. > All the members of our Group are following the Panchasutra. > (the name of the Group) is not in default on a loan Obtained from a bank or a non-bank Financial institution (NBFI). 	
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	<ul style="list-style-type: none"> > If we (name of the Mission Shakti Group/WSHG/ALF) fail to deliver our responsibility or deliverables through our nominate member during the contract period after selection, we will not be considered for government programmes for the next two years. > We (the name and address of the Group) have not been blacklisted in any previous assignment. > We will abide by the terms of the Memorandum of Understanding (MOU) between the ULB and the group. > We (name of the Group) will obey the decision of the selection committee with honor and without any objection thereof. 	
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	<p>➤ The nominate member of our (name of the Group) Smt./Kumari (Name of the nominate member) having no Criminal track record and no political affiliation.</p>	
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STANDARD OPERATING PROCEDURE (SOP)
FOR COMMUNITY PARTNERSHIP IN URBAN WATER SUPPLY AND WASTEWATER
MANAGEMENT IN ODISHA UNDER PROGRAM

JALASATHI
1st Revision

A. BACKGROUND

1. Universal piped water supply coverage along with focus on quality and sustainability is top priority of the Government of Odisha. To achieve this effectively, local community participation in water supply management is considered essential.
2. To implement this in all urban areas, a brainstorming exercise was held on the 12th August 2019 under the chairmanship of the Principal Secretary, Housing and Urban Development Department, during which the following issues came up for discussion:
 - (a) Though water supply infrastructures are being augmented under various programs, many houses yet remain unconnected to city piped water supply networks.
 - (b) There remain some houses connected to city piped water networks, but miss from the records, leading to loss of revenue and increase in non-revenue water (NRW).
 - (c) Many houses depend on their own private borewells as the source due to non-availability piped water connection from the city network for various reasons, leading to both groundwater pollution and depletion. The public need to be sensitized on this and encouraged to switch over to be connected to city pipe network.
 - (d) Most of the monthly user charges bills are based on the number of taps sanctioned at the time of application, which keep on increasing over time. But such increases are hardly reassessed leading to increase in NRW.
 - (e) Complaints are sometimes received from consumers on non-receipt of monthly user charges bills in time resulting in delayed or no payments.
 - (f) Consumers sometimes have reservations on the quality of water supplied. It is felt desirable that field tests may be done at the household levels in presence of the family members in order to strengthen the confidence of the consumers.
3. It was agreed that partnership with women Self Help Group (SHG) network would go a long way in addressing the above issues and accordingly it was decided to initiate the Program Jalasathi to be implemented by WATCO in Bhubaneswar. In the first phase, 7 municipal wards in the city were selected, where the Program was implemented in partnership with Jalasathis, ALF & CLF with focus on universal coverage of households in the city with piped water connections, reassessment of user charges based on number of taps, recovery of expenditure through collection of user charges based on from ground on supplied water quality, and creating awareness to discourage use of groundwater from private borewells etc.
4. The Program was launched by Hon'ble Chief Minister, Odisha on the 18th December 2019 at Bhubaneswar. A Standard Operating Procedure (SOP) was released on the

same day to facilitate implementation. In course of time the Program has been expanded to other areas, both of WATCO and Public Health Engineering Organisation (PHEO).

5. During the course of implementation of the Program, a few amendments to the SOP were felt necessary to be made to facilitate faster and smoother functioning. Accordingly, this 1st Revision of the SOP has been prepared. The SOP is equally applicable to WATCO and PHEO in their respective areas.

B. PROGRAM OBJECTIVES

6. The main objectives of the program include the following:
- (a) Achieving universal coverage with 100% piped water connections to all households;
 - (b) Bringing all existing water connections, either on record or missing, into the consumer database;
 - (c) Sensitizing public on relationship between water and health and discouraging them from using groundwater from individual borewells;
 - (d) Reassessing number of taps, size of storage tanks, underground and overhead, and the status of meters in each house vis-à-vis that on records of WATCO/PHEO. WATCO/PHEO will revise the billing amounts of bills accordingly as necessary;
 - (e) Intimating consumers about monthly bills and collecting the same in time 'digitally' through mPoS machines from consumer doorsteps;
 - (f) Conducting door-to-door survey for the above, as and when necessary;
 - (g) Conducting field tests on quality of water at user ends/ household levels for quality assurance and quality control.
7. This 'Jalasathi' initiative is a migration from the existing 'WATSAN Committees & Water Monitors' initiative and with induction of this 'Jalasathi' initiative in a ULB, the existing Water Monitors will be replaced by Jalasathis automatically.

C. AGENCIES FOR IMPLEMENTATION

8. WATCO and PHEO, with support of State Urban Development Agency (SUDA), will implement the program in partnership with Mission Shakti SHGs and Area Level Federations (ALFs) after entering into Agreements with individual Jalasathis (members of concerned SHGs), in a prescribed format. The Jalasathis will accomplish the objectives in the respective localities/wards through voluntary service.
9. For purposes of implementation of this program, the definitions of organisations involved in the SHG network will be as below:
- (a) A Mission Shakti SHG is a group of 10 to 20 urban poor women, who come together to improve their living conditions through group savings or loan.
 - (b) The SHG will have only women in the group.
 - (c) An ALF is an association of SHGs of representatives from all member SHGs with the objective of supporting member SHGs in terms of guiding and monitoring the

functioning of SHGs, forming and training new SHGs. An ALF should be registered as or Society/ an Institution under the relevant law of the state.

(d) A City Level Federation (CLF) is an organisation, which is formed by the ALFs by coming together to represent the needs of the urban poor at various levels.

10. SUDA will support WATCO/PHEO in bridging the gap between WATCO/PHEO and the SHGs/ALFs in various manners as described herein this document.

D. IMPLEMENTATION STRATEGY

11. Selection of ULBs & Wards

The selection of the ULBs and wards for Jalasathi intervention will be decided by WATCO/ PHEO in consultation with SUDA. The goal is to cover all ULBs in the long run.

12. Selection of Jalasathis

- (a) The selection of Jalasathis will be finalised by SUDA in consultation with WATCO/PHEO and the ULB concerned.
- (b) Jalasathis /SHGs/ALFs will be selected ward-wise.
- (c) The SHG, of which members can be nominated as Jalasathis, must have
 - (a) An impeccable past record both in terms of activity and financial management;
 - (b) Completed 2 years of existence;
 - (c) The willingness and ability to undertake the jobs as referred to above under the Objectives of the Program;
 - (d) An active Bank Account and shall have regular monthly savings by SHG members;
 - (e) Regular and systematic book-keeping relating to Meeting Register and updated Pass Books;
 - (f) No criminal track records or political affiliation.
- (d) To be a Jalasathi, a member of the SHG must
 - (a) Be between the age of 18 (eighteen) to 45 (forty-five) years;
 - (b) Have passed Class X or above;
 - (c) Have been a member of the SHG for at least the past 2 (two) years;
 - (d) Have a Bank Account in her own name along with a Debit Card against the Bank Account;
 - (e) Have a Smart Phone in her own name;
 - (f) Not be working in any other Program of the Government of Odisha (for example, Swachh Bharat Mission) concurrently;
 - (g) Not have any criminal track records or political affiliation.
- (e) Whenever an SHG or any of its members is found to be not discharging its duties and responsibilities satisfactorily, WATCO/PHEO may request SUDA to replace the SHG and/or any of its members and SUDA will immediately comply to the request to ensure that the activities under the Program are not hampered.

13. Program Initiation and Preparatory

Standard Operating Procedure (SOP) for Program Jalasathi – 1st Revision

SUDA with the support of WATCO/PHEO, will lead the Program initiation for making the Jalasathis ready and capable to discharge the assigned duties in an effective and efficient manner. This initiation phase will include:

- (a) Perspective building among stakeholders;
- (b) Making ready survey formats, training modules and their field testing (a sample survey format has been developed separately);
- (c) This SOP - slight variations may be necessary depending on the ULB;
- (d) Making ready agreement format to be entered between the SHG and WATCO/PHEO (a sample agreement format has been developed separately);
- (e) Arrangements for Orientation Meetings/Training Programs for the SHGs and ALFs with the support of Resource Organisations (ROs);
- (f) Planning for Interaction with communities.

14. Capacity Building of Jalasathis and ALFs

Understanding the objectives of the program and their roles and responsibilities in it is critical for the Jalasathis for successful implementation of the Program. Accordingly, capacity building through orientation training programs is very important.

The Orientation Training Programs will be conducted in minimum 3 rounds as below or as may be decided by WATCO/PHEO and SUDA:

- (a) 1st Round: Orientation by Resource Persons on the service provision, objectives of Jalasathi initiative, roles of Jalasathis, survey of HHs etc.;
- (b) 2nd Round: Hands-on training on filling up of survey format, reading of water meters and use of mPoS machines for collection of user charges from consumers, testing of water quality with use of Test Kits etc.;
- (c) 3rd Round: Final interaction and hands-on training in the field;
- (d) More rounds of training should be arranged as felt necessary to ensure that the Jalasathis are fully conversant with all aspects of the activities and feel confident to accomplish the job in the field assigned to them;
- (e) Besides, intermittent refresher programs and feedback sessions should be organised for the Jalasathis from time to time periodically on a regular basis during implementation of the program.

15. Agreement between WATCO/PHEO and Jalasathis

- (a) An Agreement will be signed between the selected Jalasathi of the respective area of the ULB and the Section Officer, WATCO/PHEO of the area with the President/ Secretary of the SHG as witness, before starting the work;
- (b) The Agreement will be signed on submission of a Security Deposit by the Jalasathi towards the cost of mPoS device to be provided by the concerned Bank indicated hereinafter in this document.
- (c) Normally, a period of 10 (ten) days will be allowed for submission of the Security Deposit from the date of intimation by SUDA to the Jalasathi.
- (d) The Agreement shall be in force for a period of 2 (two) years from the date of signing, unless otherwise decided by WATCO/PHEO and SUDA.
- (e) The Agreement, at the discretion of WATCO/PHEO and SUDA, is likely to be extended every 2 (two) years, subject to satisfactory performance by the WSHG/Jalasathis.

16. Survey on Universal Coverage and Reassessment of Bills

- (a) Survey will be conducted, under the guidance of WATCO/PHEO and duly entered in the prescribed format, by the Jalasathis on the status of each household on connectivity with piped water supply from the city network.
- (b) The data so collected should be entered into a database, preferably in a query-based software for easy updation, analysis and monitoring on a real time basis.
- (c) The data should be analysed and the potential new connections and regularisation of existing unrecorded connections should be assessed.
- (d) Based on this assessment, an Action Plan should be prepared setting targets for the Jalasathis with specific timelines for facilitating new connections and the regularisation of existing unrecorded connections.
- (e) The survey will also include the present status of no. along with the size of storage tanks (underground/ overhead tank) and whether the piped connection is metered. This will facilitate the reassessment of user charges bills where necessary.

17. Distribution of Monthly User Charges Bills

- (a) User charges bills are now being generated through the e-Municipality Help Desk and are/were being distributed through various channels. The same will now be distributed by the Jalasathis in such a manner that the consumers can pay the bills in time and avail of the rebates as allowed.
- (b) WATCO/PHEO also send messages to the consumers individually in their mobile phones on the billed amounts followed by mails wherever possible and reminders for payment of bills in time. WATCO/PHEO may discontinue distribution of hard copies of bills if they feel that the message mechanism alone is enough.

18. Collection of Monthly User Charges

- (a) Payments by consumers will be received through the following options in this order.
 - (i) Net Banking by consumer
 - (ii) Debit/Credit card by consumer
 - (iii) Own Debit/ODYSSEY card by Jalasathi against payments received in cash in inevitable cases
 - (iv) Cheque in drop boxes
 - (v) Cash only in inevitable cases at WATCO/PHEO counters.
- (b) The desired goal, however, would be to motivate/persuade all consumers to pay through net banking as far as practicable.
- (c) The Jalasathi will be supplied with an mPoS handheld device provided by the Bank, which she will carry along with her for collecting the user charges. If the consumer intends to pay the amount through debit/credit card, she would collect the same through the device.
- (d) In inevitable cases, the Jalasathi can collect cash from the consumer, but must pay the same amount to WATCO/PHEO on the spot through her own Odyssey/Debit Card provided by the Bank in her own name and hand over the receipt generated thereof to the consumer.

- (e) In all cases, the Jalasathi will keep a daily consumer-wise record of the collections made by her and submit the same, in the first week of the subsequent month, to the Section Officer, WATCO/PHEO for reconciliation of the accounts and receipt of incentives thereof.
- (f) Prevailing Odisha Water Works Rules allows rebates on advance payment of user charges. The Jalasathi will motivate the consumer to pay the user charges in advance so as to avail of the rebates allowed on the same.

19. Water Quality Testing at User Ends

Regular testing of supplied water quality at residual ends/household taps is very important to ensure quality assurance and quality control in service provision. To strengthen the confidence of the consumers, the Jalasathis will conduct specified tests daily in the field at the household levels in presence of the family members from different houses on a rotational and random manner as advised by the Section Officer, WATCO/PHEO.

20. Supply of Equipment, Materials and Facilities

- (a) Each Jalasathi will be supplied with an mPoS handheld device for digital collection of user charges from the consumers against issue of a printed receipt generated through the device.
- (b) The mPoS device shall be supplied against a refundable Security Deposit of Rs. 10,000 (Rupees ten thousand) only for each device in the form of a Fixed Deposit made/opened in any Nationalised or Scheduled Bank in any local Branch and pledged in the name of the General Manager, WATCO/Executive Engineer, PH. The FD with all interest accrued to it will be returned to the Jalasathi on completion or cessation of the contract.
- (c) The Jalasathi will be personally responsible for the safeguard and safety of the mPoS device. Any damages due to loss, theft, breakage or the like caused due to the negligence of the Jalasathi may render the Security Deposit to be forfeited.
- (d) Each Jalasathi will be provided free by WATCO/PHEO a Water Quality Testing Tool Kit and consumables from time to time for conducting the water quality field tests.
- (e) Each Jalasathi will be provided free by WATCO/PHEO a Jacket, a bag, an identity card, a cap, a notebook and a pen for use during work. The Jalasathi will invariably wear the Jacket and identity card while on duty.

E. ROLES AND RESPONSIBILITIES OF JALASATHIS /ALFS

21. The ALF will support Jalasathis in achieving the objectives of the Program.

22. The roles and responsibilities of the Jalasathis will be to

- (a) Facilitate establishment of WATCO/PHEO's rapport with and increased access to the Community;
- (b) Act as a *key community link* between the community/consumers and WATCO/PHEO: They will act as *change agents* to bring in improved water supply service delivery by facilitating distribution of bills, reading meters wherever fixed, collection of user charges, reassessment of water bills, coverage of new houses, enlistment

- of existing connected but unrecorded houses, monitoring the quality of water supply at the household level/user ends in their respective areas;
- (c) Conduct door-to-door survey, as may be required by WATCO/PHEO, for the purposes indicated under Program Objectives of this document;
 - (d) Fill in application forms and get them duly signed by the applicant to facilitate new connections as well update Consumer Database;
 - (e) Assist WATCO/PHEO in wide publicity of the venue, time and date of special connection drives/camps (like Jal Jogan Mela) etc. in their respective areas as may be conducted and mobilise community participation in them;
 - (f) Fix targets for each ward, with approval of the Section Officer, WATCO/PHEO in assessing the existing connections and potential new connections;
 - (g) Sensitise households in their locality in promoting connectivity to community water supply network and in doing away with the use of individual groundwater borewells;
 - (h) Assist WATCO/PHEO/ULB in undertaking IEC activities in the locality related to water supply service provision as well as to other sectors;
 - (i) Receive required feedback from the consumers and report the same to WATCO/PHEO;
 - (j) Collect monthly user charges bills and distribute/intimate the same among consumers before the prescribed date to enable the consumers to pay on time;
 - (k) Read water meters, wherever fixed, and generate water charges bills in situ;
 - (l) Collect the billed amount 'digitally' through the mPoS machine by the prescribed date so that the consumer gets the benefit of rebate for timely payment;
 - (m) Keep the duplicate receipts produced by the mPoS machine against the amount collected and submit the same to WATCO/PHEO along with a day-wise accounts of the collections during the month;
 - (n) Collect Water Quality Field Test Kits and consumables from WATCO/PHEO and conduct water quality field tests (H₂S test and Free Residual Chlorine (FRC) test) in her area at the user ends/household levels in a planned manner approved by the Sectional Officer, WATCO/PHEO;
 - (o) Submit daily the results of FRC test and water sample for H₂S test to the Sectional Officer, WATCO/PHEO for monitoring and necessary action;
 - (p) Note water supply & wastewater related issues, grievances and complaints etc. of consumers and public, which she comes across, and intimate the same to WATCO/PHEO for appropriate redressal;
 - (q) Do similar other activities as may be assigned to her from time to time.

F. ROLES AND RESPONSIBILITIES OF WATCO/PHEO

23. The main roles and responsibilities of WATCO/PHEO will be to

- (a) Provide each selected Jalasathi a Jacket, a bag, an identity card duly signed by an authorised signatory, a cap, a notebook and a pen, preferably with WATCO/Govt. logo for use during work; the Jalasathi should invariably wear the jacket and the identity card while on duty;
- (b) Provide Application Forms to be filled in by the Jalasathi for new connections etc.;
- (c) Arrange wide publicity, in consultation with SUDA and as felt necessary, on the Program in print /electronic media/other means;

- (d) Provide Jalasathis on time the monthly user charges bills of consumers for distribution/intimation;
- (e) Provide mPoS machines, under due acknowledgement, to Jalasathi for collection of user charges according to the billed amounts;
- (f) Collect duplicate receipts generated by the mPoS machines from the Jalasathis at the end of each month and reconcile the accounts;
- (g) Keep detailed accounts of the amounts received through the Jalasathis and reconcile the same with bank accounts and e-Municipality records;
- (h) Provide Water Quality Field Test Kits to Jalasathis, as necessary, for testing of water quality in the field;
- (i) Collect test results from Jalasathis through a mechanism (like an App), monitor the same as a feedback from the field, and act on it as may be required;
- (j) Ensure that testing of water samples by Jalasathis are done in such a manner that all locations in the areas are covered periodically on a rotational basis;
- (k) Provide from time to time adequate chemicals/consumables to conduct water quality tests on a regular basis;
- (l) Pay due incentives to Jalasathis 'digitally' as per norms indicated in this document;
- (m) Do similar other activities that might be decided from time to time.

G. ROLES AND RESPONSIBILITIES OF SUDA

- 24. SUDA will be Nodal Agency for selection and capacity building of the Jalasathis/ SHGs/ ALFs to facilitate community participation in water supply and sewerage service provision by WATCO/PHEO in the state.
- 25. The main roles and responsibilities SUDA will be to facilitate effective implementation of the Program through Jalasathis, for which it will:
 - (a) Engage its team of Resource Organisation (RO) representatives, City Mission Management Unit (CMMU) managers, State Mission Management Unit (SMMU) managers and other as may be felt necessary to guide the in close coordination with WATCO/PHEO;
 - (b) Ensure proper selection of Jalasathis and facilitate signing of Agreements between Jalasathis and WATCO/PHEO;
 - (c) Provide ward-wise and WATCO/PHEO Section-wise lists of Jalasathis/SHGs/ALFs to WATCO/PHEO, who will be working deployed with WATCO/PHEO for the above activities, with their names, registration numbers, addresses, contact numbers, working jurisdictions etc. as may be necessary for the work;
 - (d) Conduct capacity development/training programs etc. for Jalasathis/SHGs/ALFs, in close coordination with WATCO/PHEO on their functions and work;
 - (e) Ensure that the Jalasathis are provided with the Identity Cards, Jackets, Test Kits with chemicals, Survey Forms, mPoS machines etc. before they go to the field for the required functions;
 - (f) Supervise and ensure that the Jalasathis/SHGs accomplish the assigned roles and responsibilities within their jurisdictions to the benefit and best satisfaction of the people;

- (g) Take immediate steps against any defaulting Jalasathi/SHG, replace her suitably and ensure that the public service is not impaired;
- (h) Sort out issues of Jalasathis/SHGs, if any, emerging at the field level, in coordination with WATCO/PHEO and other agencies as may be needed;
- (i) Resolve disputes, if any, between Jalasathis/SHGs and WATCO/PHEO.

H. SOME DO'S AND DON'TS FOR JALASATHIS

26. The Jalasathi, while approaching/interacting with the members of a household, should
- (a) Always remember that she is a *Community Link and Change Agent*, who can bring in changes in the society by way of facilitating the community in getting the benefits of the services provided by the water utility to enhance their way of life;
 - (b) Make the people feel that the utility is of them, by them and for them;
 - (c) Address the household gracefully to gain access to the family;
 - (d) Establish rapport before interaction with the family members on the program;
 - (e) Ask questions to people not holding a questionnaire, which is often disturbing;
 - (f) Start with simple and friendly questions to gain acceptance of the family;
 - (g) Always be friendly and share the purpose for which she is there;
 - (h) Always carry a notebook to record any grievance or suggestion from the household;
 - (i) Share problems of serious nature, if any, immediately with WATCO/PHEO/SUDA.
27. On the other hand, the Jalasathi should not
- (a) Express any reaction or unfriendly attitude in case she finds the family to be a defaulter or not registered as a consumer;
 - (b) Get into the inner parts of the house without gaining the acceptance of the family;
 - (c) Give any commitment to the family; that is the responsibility of WATCO/PHEO; just communicate the complaint or suggestion to the concerned officials of WATCO/PHEO/ALF/SUDA.

I. INCENTIVES TO JALASATHIS

29. Each Jalasathi will receive the following incentives for the work done:
- (a) Rs. 100/- (Rupees one hundred) only per each new domestic and Rs. 200 (Rupees two hundred) only per each commercial water connection mobilised through her;
 - (b) 5 (five) percent of the monthly water user charges collected through her;
 - (c) 50 (fifty) percent of the increase in user charges (i.e., the difference between the previous bill amount and the reassessed bill amount based on the survey made by her) collected after reassessment of bill amounts; This amount is payable only once after the reassessment;
 - (d) Rs. 20/- (Rupees twenty) only for conducting a pair of water quality tests (H₂S/FRC) tests as specified elsewhere in this document.
 - (e) For the first 3 (three) months after the commencement of the Program in a ULB, each Jalasathi will receive a minimum total payment of Rs. 3,000/- (Rupees three thousand) only per month, irrespective of the amount of user charges collected by her subject to the condition that

Standard Operating Procedure (SOP) for Program Jalasathi – 1st Revision

- (i) The number of houses visited by her is not below 200 (two hundred) in a month;
- (ii) The number of water quality tests conducted by her (one pair per day) is not below 20 (twenty) in a month;
- (iii) If the total incentive amount for the month, both for collection of user charges and for conducting water quality tests taken together, exceeds Rs. 3000/-, the total amount will be credited to her account.

(f) Besides, for the first 3 (three) months after commencement of the Program in a ULB, the Jalasathi will also receive an amount of Rs. 1000 (Rupees one thousand) only per month towards awareness to be created among the households for availing of the services of house connection, payment of user charges, water quality testing and such other things at their doorstep. This amount can be charged to IEC funds received by WATCO/PHEO.

- 30. A Jalasathi of an SHG is eligible for performing all the functions within the area assigned to her only. However, she can also perform the functions in an adjacent area temporarily in case of the absence of a Jalasathi there subject to approval by the Section Officer, WATCO/PHEO. Accordingly, she will be eligible for the incentives for the period.
- 31. The General Manager, WATCO/ Executive Engineer, PH concerned will maintain a separate bank account at his level for the revenues collected through the Jalasathis within his jurisdiction.
- 32. The incentives thereof due to the Jalasathis will be deposited by the General Manager, WATCO/ Executive Engineer, PH directly to the concerned individual bank accounts of the Jalasathis in any nationalised/scheduled Bank in the first week of the succeeding month.

J. ORGANIZATIONAL FRAMEWORK

33. The broad roles and responsibilities of key stakeholders of the program are as below:

Sl.	Roles & Reasonability	Organization
1	Overall Program Implementation	WATCO, anchored by SUDA SMMU
2	Program Executant	Selected WSHGs/JalSathi
3	Supporting Organization	Concerned ALF/ROs of WSHGs
4	Capacity Building	GIZ
5	Monitoring & Evaluation	Jalasathi Ward Committee
6	Think Tank (Advisory)	Jalasathi Core Committee

34. WATCO/PHEO will be the prime agency with the responsibility to run the program, but will be anchored by SUDA.

K. TEAM COMPOSITION

- 35. There will be 2 layers of Jalasathi Committees to look after the activities of the Jalasathi Program. These are:
 - a. Jalasathi Core Committee, and

b. Jalasathi Ward Committees

36. The Jalasathi Core Committee will consist of the following members:

- a. Principal Secretary, H&UD – Chairman
- b. Engineer-in-Chief, PH – Member
- c. Managing Director, WATCO – Member
- d. Additional Director, State Urban Development Agency (SUDA) – Member
- e. Shri Chinmay Tripathy, PMC, JICA – Member
- f. Shri PC Rath, PMC-WATCO, JICA – Member
- g. Shri Manmohan Moharana, SMMU, NULM - Member
- h. Shri Aditya Patro/Shri Sandeep Biswal, GIZ – Member

37. The Jalasathi Ward Committee will consist of the following members:

- a. Sectional Officer, WATCO/PHEO -Chairman
- b. JAGA Fellow - Member
- c. Ward Officer from ULB - Member
- d. ALF/SHG members - Member
- e. City Mission Manager of ULB - Member

L. PERFORMANCE ASSESSMENT

38. The Jalasathi Ward Committee will assess the performance of the Jalasathis/SHGs and may take needful action for improvement of the performance by the Jalasathis/SHGs by replacing the existing Jalasathi/SHG/ALF or through proper reorientation of the approach and methodology of their works.

M. MONITORING AND EVALUATION

39. Monitoring will be done at various levels as below:

- (a) By Ward Committees every month by 15th of the following month
- (b) By Core Committee every quarter by 15th of the month following the quarter
- (c) By EIC, PH/MD, WATCO every month by 25th of the following month

40. The Core Committee will monitor and evaluate the activities and achievements of the Ward Committees along with monitoring of the works at field.

41. In the RO assigned Wards, the officials in charge of the works shall regularly monitor the work in progress and report to the Jalasathi Ward Committee. In absence of RO, Jalasathi Ward Committee will directly monitor the activities of the SHG.

42. Jalasathi Ward Committee shall regularly apprise the Jalasathi Core Committee about the work in progress and ask for support/assistance, if any, to improvise operations in field.

43. SUDA team will pay regular visits to the concerned wards to interact with the consumers, Jalasathis, and WATCO/PHEO local officials to gather reflections on the program and find out ways to improve quality, progress and fruitfulness of the Program.

N. DOCUMENTATION

44. The entire program from conception to implementation, progress, strategies adopted, field challenges, achievements, lessons learnt etc. will be documented in detail by SUDA to serve as a reference while planning and upscaling the initiative throughout the state.

O. TIMELINE

45. An activity-based timeline will be fixed at the commencement of the of the Program in a ULB with a goal to complete its stabilisation to be continued in future.
46. The Timeline should preferably be as indicated below, but may vary from ULB to ULB depending on their sizes and the number of households/ connections etc.

Sl. No.	Milestone Activity	Timeline
1	Selection of wards & collection of detailed information	Day 03
2	Selection of ALFs/SHG/Jalasathis	Day 14
3	Program initiation and preparatory	Day 15
4	Signing of Agreement between Jalasathis and WATCO/PHEO	Day 18
5	Capacity building of ALFs/SHG/Jalasathis	Day 30
6	Door to door survey	Day 75
7	Data analysis on new connections & reassessment of bills	Day 80
8	Reassessment of bill amounts & generation of bills thereof	Day 85
9	Distribution of user charges bills & collection by SHGs	Day 90
10	Target setting on new connections	Day 95
11	Enlisting existing unrecorded house connections	Day 95
12	Water quality testing by Jalasathis at user ends	Day 100

The Program continues thereafter in a full-fledged manner.

P. NOMENCLATURE

47. The Program will be named as Jalasathi, which will represent Urban Water Supply and Wastewater Management with Community Participation.
48. The Ward Committees will be named as Jalasathi-first three letters of the name of the ULB-Ward No. For example, the Ward Committee for Ward no. 14 in Bhubaneswar will be named as Jalasathi-BHU-14.

Project Director,
SUDA

Managing Director,
WATCO

Engineer-in-Chief,
PH, Odisha and
Vice-Chairman,
WATCO

Principal Secretary,
H&UD Department
and Chairman,
WATCO