

संचालक
जल सहायता संगठन, राज्य जल मिशन
लोक स्वास्थ्य यांत्रिकी विभाग
सतपुड़ा भवन भोपाल

अभिरूचि की अभिव्यक्ति
(Expression of Interest)

क्रमांक – 01 /संचा./2013

भोपाल, दिनांक : 17/07/2013

संचालक, जल सहायता संगठन, राज्य जल मिशन, लोक स्वास्थ्य यांत्रिकी विभाग सतपुड़ा भवन भोपाल राष्ट्रीय ग्रामीण पेयजल कार्यक्रम के क्षेत्र में आई.ई.सी (जानकारी, शिक्षा एवं प्रसार) एवं प्रशिक्षण कार्यक्रमों के संचालन के उद्देश्य से अनुभवी अशासकीय संस्थाओं/संगठनों/ख्याति प्राप्त फर्मों से पंजीयन हेतु आवेदन आमंत्रित करती है। विस्तृत विवरण मध्यप्रदेश लोक स्वास्थ्य यांत्रिकी विभाग की वेबसाइट www.mpphed.gov.in पर उपलब्ध है। पंजीयन/इम्पैनलमेंट हेतु अशासकीय संस्था/संगठन/फर्म को निम्नलिखित पात्रताएं पूर्ण करना आवश्यक होगा :-

1. संस्था का फर्म/सोसायटी रजिस्ट्रेशन अधिनियम/ट्रस्ट अधिनियम के अंतर्गत शासकीय कार्यालय में पंजीयन होना चाहिए।
2. संस्था द्वारा पिछले दो वर्षों से मध्य प्रदेश में कार्यालय संचालित किया जा रहा हो। इस हेतु वांछित साक्ष्य।
3. संस्था ने राज्य सरकार/केन्द्र सरकार के किन्हीं विभागों के साथ ग्राम स्तर पर प्रचार-प्रसार एवं क्षमता वर्धन के 3 प्रोजेक्टों का क्रियान्वयन किया हो तथा प्रत्येक प्रोजेक्ट की राशि रु. 3.00 लाख से कम न हो।
4. संस्था को आई.ई.सी. एवं क्षमतावर्धन के क्षेत्र में कम से कम पाँच वर्षों का अनुभव होना चाहिये, जिसमें जल एवं स्वच्छता क्षेत्र में कम से कम एक परियोजना का कार्य सफलता पूर्वक हो।
5. संस्था का पिछले तीन वर्षों में किये गये कार्यों का औसत टर्नओवर प्रतिवर्ष 10.00 लाख रुपये या इससे अधिक हो।
6. संस्था को भारत सरकार या राज्य सरकार के किसी भी विभाग द्वारा "ब्लैक लिस्टेड" न किया गया हो।

नोट :- बिन्दु क्र. 3 एवं 5 के सत्यापन हेतु संस्था/संगठन के पिछले तीन वर्षों सहित अन्य वांछित वर्षों की चार्टर्ड एकाउंटेंट से सत्यापित बैलेंस सीटें प्रस्तुत करना अनिवार्य है।

उपरोक्त पात्रता रखने वाली संस्था/संगठन द्वारा आवेदन लोक स्वास्थ्य यांत्रिकी विभाग की वेबसाइट पर उपलब्ध निर्धारित प्रपत्रों में संस्था की जानकारी एवं इम्पैनलमेंट फीस राशि रु. 10,000/- (रु. दस हजार मात्र) संचालक, जल सहायता संगठन, राज्य जल मिशन, लोक स्वास्थ्य यांत्रिकी विभाग सतपुड़ा भवन भोपाल के नाम से डिमाण्ड ड्राफ्ट (नॉन-रिफन्डेबल) सहित दिनांक 13.08.2013 तक संचालक, जल सहायता संगठन, राज्य जल मिशन, लोक स्वास्थ्य यांत्रिकी विभाग सतपुड़ा भवन भोपाल में जमा करना होगा।

संचालक

इम्पेनलमेंट के लिये अभिरूचि की अभिव्यक्ति (Expression of Interest) हेतु सूचना

संचालक, जल सहायता संगठन, राज्य जल मिशन, लोक स्वास्थ्य यांत्रिकी विभाग सतपुड़ा भवन भोपाल द्वारा प्रदेश के विभिन्न जिलों के ग्रामों में ग्रामीण जल प्रदाय योजनाओं का क्रियान्वयन किया जाना है। जल प्रदाय योजनाओं की प्लानिंग एवं क्रियान्वयन में ग्रामीणों की सक्रिय भागीदारी सुनिश्चित करने एवं योजनाओं के प्रति ग्रामीणों में स्वामित्व का भाव उत्पन्न करने हेतु प्रचार-प्रसार गतिविधियों का आयोजन तथा पंचायत राज संस्थाओं/ग्राम सभा स्वस्थ ग्राम तदर्थ समितियों / पेयजल उपभोक्ता समितियों का संचालन-संधारण एवं अनुश्रवण हेतु क्षमतावर्धन किया जाना है।

1.0 चयनित अशासकीय संस्थाओं/संगठनों/फर्मों द्वारा ग्रामों में निम्नलिखित कार्य करने होंगे:-

1. ग्रामीणों में पेयजल प्रदाय योजनाओं के प्रति जागरूकता का निर्माण।
2. पेयजल योजनाओं के अंतर्गत आने वाले ग्रामों का सामाजिक एवं आर्थिक आंकलन करना।
3. पेयजल योजनाओं के अंतर्गत वर्तमान स्थिति पर सर्वेक्षण कर पेयजल से संबंधित बेसलाईन (Baseline) डाटा तैयार करना।
4. पेयजल एवं स्वच्छता पर बेहतर प्रयासों का दस्तावेजीकरण करना।
5. पेयजल योजनाओं के निर्माण में ग्रामीणों की जनभागीदारी सुनिश्चित करना।
6. पेयजल योजनाओं के क्रियान्वयन में जन सहयोग राशि एकत्रित करने हेतु ग्रामीणों को प्रेरित करना।
7. योजना के संचालन-संधारण हेतु ग्राम सभा स्वस्थ ग्राम तदर्थ समितियों /पंचायती राज संस्थाओं/ पेयजल उपभोक्ता समितियों के सदस्यों का क्षमतावर्धन करना।
8. ग्राम स्तर पर पेयजल योजनाओं का ग्राम सभा स्वस्थ ग्राम तदर्थ समितियों /पंचायती राज संस्थाओं/ पेयजल उपभोक्ता समितियों के सदस्यों का लेखा संधारण, बैठक रजिस्टर, लॉग-बुक आदि का संधारण हेतु क्षमता वृद्धि करना।
9. जल प्रदाय योजना के अंतर्गत लाभावित ग्रामों में नियमित जल प्रदाय एवं संधारण की व्यवस्थाओं को सुनिश्चित करना।
10. पेयजल प्रदाय योजना के क्रियान्वयन के उपरांत संस्था को ग्राम स्तर पर 1 वर्ष तक ग्राम सभा स्वस्थ ग्राम तदर्थ समितियों/पंचायती राज संस्थाओं/पेयजल उपभोक्ता समितियों के सदस्यों को संचालन-संधारण, लेखा संधारण, जलकर जमा करने हेतु ग्रामीणों को प्रेरित करना आदि कार्यों में सहयोग प्रदाय करना।
11. जल सहायता संगठन के मुख्यालय में समन्वय हेतु समन्वयक की नियुक्ति।

ग्रामीण जल प्रदाय योजनाओं का संचालन-संधारण ग्राम सभा स्वस्थ ग्राम तदर्थ समितियों/पंचायती राज संस्थाओं/पेयजल उपभोक्ता समितियों के माध्यम से किया जाना है। उपरोक्त कार्यों हेतु संचालक, जल सहायता संगठन, राज्य जल मिशन, लोक स्वास्थ्य यांत्रिकी विभाग प्रदेश में ग्रामीण जल प्रदाय के क्षेत्र में आई. ई.सी. (जानकारी, शिक्षा एवं संचार) तथा प्रशिक्षण कार्यक्रमों के संचालन के उद्देश्य से अनुभवी संगठन/संस्था/ख्याति प्राप्त फर्म से पंजीयन आवेदन आमंत्रित करता है।

2.0 संस्था के प्रयासों से निम्नलिखित परिणामों की अपेक्षा है :-

- 1 ग्रामीण परिवारों द्वारा योजना से पेयजल प्रदाय हेतु माँग उत्पन्न होना।
- 2 ग्रामीणों द्वारा जनभागीदारी के रूप में मध्यप्रदेश संचालक, जल सहायता संगठन, राज्य जल मिशन, लोक स्वास्थ्य यांत्रिकी विभाग तय नीति अनुसार योजना की लागत का प्रतिशत अंशदान के रूप में एकत्रित होना।
- 3 ग्राम के प्रत्येक परिवार को नल कनेक्शन के माध्यम से पेय जल प्राप्त होना।
- 4 नलजल प्रदाय योजना से निर्धारित मापदंडों के अनुसार समान वितरण होना।
- 5 ग्राम के सभी समुदायों के परिवारों तक जल प्रदाय योजना की पहुँच होना।
- 6 नलजल प्रदाय योजना के अंतर्गत उपभोक्ताओं द्वारा जल कर का नियमित भुगतान।
- 7 समुदाय एवं समिति का जल प्रदाय योजना पर स्वामित्व का भाव उत्पन्न होना एवं संधारण-संचालन स्वेच्छा से करने की जिम्मेदारी लेना।
- 8 समिति के सदस्यों का समिति प्रबंधन, संचालन-संधारण हेतु क्षमतावर्धन होना।
- 9 समिति की नियमित निर्धारित बैठकें आयोजित होना।

3.0 पंजीयन/इम्पेनलमेंट हेतु संस्था/संगठन को निम्नलिखित पात्रताएं पूर्ण करना आवश्यक होगा :-

1. संस्था का 10 प्रो राज्य में फर्म/सोसायटी रजिस्ट्रेशन अधिनियम/ट्रस्ट अधिनियम के अंतर्गत जीवित पंजीयन होना चाहिए।
2. संस्था द्वारा पिछले दो वर्षों से मध्य प्रदेश में कार्यालय संचालित किया जा रहा हो। इस हेतु वांछित साक्ष्य।
3. संस्था ने राज्य सरकार/केन्द्र सरकार के किन्हीं विभागों के साथ ग्राम स्तर पर प्रचार-प्रसार एवं क्षमता वर्धन के 3 प्रोजेक्टों का क्रियान्वयन किया हो तथा ऐसे प्रोजेक्ट की राशि रु. 3.00 लाख से कम न हो।
4. संस्था को आई.ई.सी. एवं क्षमतावर्धन के क्षेत्र में कम से कम पाँच वर्षों का अनुभव होना चाहिये, जिसमें जल एवं सवच्छता क्षेत्र की एक परियोजना पर कार्य किया जाना आवश्यक है।
5. संस्था का पिछले तीन वर्षों में किये गये कार्यों का औसत टर्नओवर प्रतिवर्ष 10.00 लाख रुपये या इससे अधिक हो।
6. संस्था को भारत सरकार या राज्य सरकार द्वारा "ब्लैक लिस्टेड" न किया गया हो।

नोट :- बिन्दु क्र. 3 एवं 5 के सत्यापन हेतु संस्था/संगठन के पिछले तीन वर्षों सहित अन्य वांछित वर्षों की चार्टर्ड एकाउंटेंट से सत्यापित बैलेंस शीटें प्रस्तुत करना अनिवार्य है।

4.0 योजना प्रस्ताव की अवधि :-

संस्था द्वारा प्रस्ताव 1 वर्ष हेतु तैयार किया जायेगा। जो कि वर्ष समाप्ति पर 1 बार या अधिकतम 2 बार बढ़ाया जा सकेगा एवं संस्था को पेयजल प्रदाय योजना के क्रियान्वयन के उपरांत ग्राम स्तर पर 1 वर्ष तक ग्राम सभा स्वस्थ ग्राम तदर्थ समितियों /पंचायत राज संस्थाओं /पेयजल उपभोक्ता समितियों को संचालन-संधारण, लेखा संधारण, जलकर जमा करने हेतु ग्रामीणों को प्रेरित करना आदि कार्यों हेतु सहयोग प्रदाय करना होगा।

उक्त संस्थाओं का नामांकन 3 वर्षों तक मान्य रहेगा। इस अवधि में पंजीकरण का जीवित होना आवश्यक होगा, नामांकित संस्थाओं से वित्तीय ऑफर लिये जावेगे। संस्था का चयन QCBC (गुणवत्ता एवं लागत आधारित तुलना) पद्धति से होगा।

उपरोक्त पात्रता रखने वाली इच्छुक संस्थाओं को अपना आवेदन निर्धारित प्रपत्रों में संस्था की जानकारी सहित दिनांक 13.08.2013 तक संचालक, जल सहायता संगठन, राज्य जल मिशन, लोक स्वास्थ्य यांत्रिकी विभाग सतपुड़ा भवन भोपाल कार्यालय के निम्नलिखित पते पर जमा करना होगा। संस्था को आवेदन के साथ इम्पेनलमेंट फीस के रूप में राशि रु. 10,000/- (दस हजार रुपये) संचालक, जल सहायता संगठन, राज्य जल मिशन, लोक स्वास्थ्य यांत्रिकी विभाग सतपुड़ा भवन भोपाल के नाम से डिमाण्ड ड्राफ्ट (नॉन-रिफण्डेबल) जमा कराना होगा।

कार्यालय का पता :-

संचालक,

जल सहायता संगठन, राज्य जल मिशन,

लोक स्वास्थ्य यांत्रिकी विभाग सतपुड़ा भवन भोपाल

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प्रपत्र-1: संस्था का विवरण

क्र	वांछित जानकारी	विवरण				
1	संस्था का नाम					
2	पंजीयन क्रमांक/एवं वर्ष					
3	पिछले तीन वर्षों का वित्तीय विवरण					
	वर्ष	राशि (रूपये में)	संलग्नक क्रमांक (ऑडिट रिपोर्ट)			
a)	वर्ष 2011-12					
b)	वर्ष 2010-11					
c)	वर्ष 2009-10					
	संस्था का औसत टर्नओवर प्रतिवर्ष	रूपये				
4	संस्था में उपलब्ध मानव संसाधन की जानकारी जिन्हें संस्था जल एवं स्वच्छता के क्षेत्र में प्रस्तावित कार्यों के लिए नियुक्त करेगी					
क्र.	नाम	शैक्षणिक स्तर	कार्य अनुभव वर्षों में			संलग्नक क्रमांक
			आई.ई.सी.	जल एवं स्वच्छता	कुल	
a)						
b)						
c)						
5	संस्था द्वारा स्वघोषणा पत्र दिया जाये कि संस्था केन्द्र/राज्य सरकार के किसी भी विभाग/कार्यक्रम के अंतर्गत ब्लेकलिस्ट नहीं की गई है?			संलग्नक क्रमांक		
6	पिछले पाँच वर्षों में आई.ई.सी. संबंधित कार्यक्रम का विवरण?			संलग्नक क्रमांक		
7	पिछले पाँच वर्षों में जल एवं स्वच्छता कार्यक्रमों से संबंधित प्रचार-प्रसार एवं क्षमतावर्धन कार्यों का विवरण?			संलग्नक क्रमांक		
8	संस्था को किन किन दाता संस्थाओं के द्वारा अनुदान/प्रोजेक्ट प्राप्त हुए हैं?			संलग्नक क्रमांक		
9	संस्था के पास उपलब्ध भौतिक संसाधन की सूची?			संलग्नक क्रमांक		
10	राज्य सरकार/केन्द्र सरकार या उसके किसी विभाग के साथ पूर्ण किये तीन प्रचार-प्रसार एवं क्षमतावर्धन प्रोजेक्टों का विवरण			प्रपत्र '2; अनुसार		

प्रपत्र -2 संस्था द्वारा आई.ई.सी. संबंधित कार्यक्रमों का विवरण (कुल कितने वर्षों का अनुभव है?.....)

क्र	प्रोजेक्ट / कार्यक्रम का नाम	दाता संस्था / एजेंसी का नाम	प्रोजेक्ट / कार्य क्रम की राशि	समयावधि वर्षवार विवरण सहित	भौगोलिक कार्यक्षेत्र	मुख्य उपलब्धियां

प्रपत्र -3 संस्था द्वारा जल एवं स्वच्छता से संबंधित प्रचार-प्रसार एवं क्षमतावर्धन कार्यक्रमों का विवरण (कुल कितने वर्षों का अनुभव है?.....)

क्र	प्रोजेक्ट / कार्यक्रम का नाम	दाता संस्था / एजेंसी का नाम	प्रोजेक्ट / कार्य क्रम की राशि	समयावधि वर्षवार विवरण सहित	भौगोलिक कार्यक्षेत्र	मुख्य उपलब्धियां

प्रपत्र -4 संस्था द्वारा पिछले पाँच वर्षों में संचालित अन्य महत्वपूर्ण कार्यक्रमों का विवरण (प्रपत्र क्रमांक 1, 2, एवं 3 में उल्लेखित विवरण को छोड़कर)

क्र	प्रोजेक्ट / कार्यक्रम का नाम	दाता संस्था / एजेंसी का नाम	प्रोजेक्ट / कार्यक्रम की राशि	समयावधि वर्षवार विवरण सहित	भौगोलिक कार्यक्षेत्र	मुख्य उपलब्धियां

प्रपत्र- 5 परियोजना उद्देश्यों की पूर्ति हेतु संस्था द्वारा प्रस्तावित रणनीति एवं कार्य अवधि का विवरण कंडिका 1.0 में बिन्दु 1 से 11 में दर्शाये गये कार्यों के संदर्भ में (अधिकतम 10 पृष्ठों में)

पात्रता मूल्यांकन विवरण

क्र.	पात्रता	अंक	कुल अंक	पात्रता के लिए न्यूनतम प्राप्तांक
1	मध्य प्रदेश में कार्यक्रम संचालन का अनुभव			
	2 वर्ष	3	अधिकतम 10 अंक	3
	5 से 8 तक वर्ष	5		
	8 से 10 वर्ष	8		
	10 वर्ष से अधिक	10		
2	संस्था का पिछले तीन वर्षों का औसत टर्नओवर			
	25 लाख से अधिक लेकिन 1.00 करोड़ से कम	3	अधिकतम 10 अंक	3
	1.00 से 2.00 करोड़	5		
	2.00 से अधिक	10		
3	संस्था का जल एवं स्वच्छता के क्षेत्र में अनुभव			
	2 वर्ष से 5 वर्ष	10	अधिकतम 25 अंक	10
	5 से 8 तक वर्ष	15		
	8 से 10 वर्ष	18		
	10 वर्ष से अधिक	25		
		25		
4	संस्था का आई.ई.सी के क्षेत्र में अनुभव			
	2 से 5 वर्ष	10	अधिकतम 25 अंक	10
	5 से 8 वर्ष तक	15		
	8 से 10 तक वर्ष	18		
	10 वर्ष से अधिक	25		
5	संस्था के मानव संसाधन की क्षमता			
	विषय विशेषज्ञ – प्रचार प्रसार	06	अधिकतम 30 अंक	24
	विषय विशेषज्ञ – क्षमतावर्धन	06		
	विषय विशेषज्ञ – पेयजल	06		
	विषय विशेषज्ञ – स्वच्छता	06		
	विषय विशेषज्ञ – अन्य	06		
			अधिकतम 100	50 अंक
6	समस्या की समझ			
7	समस्या की रणनीति			

एक से अधिक पात्र संस्थाओं को 50 से अधिक अंक प्राप्त होने की दशा में संस्थाओं को प्राप्तांक के आधार पर वरीयता क्रम में रखा जायेगा।

**Terms of Reference
for
Partner Firms/ Institutions/ NGOs under WSOs is Community-Based Water Supply Schemes**

1. Background

The National Rural Drinking Water Supply Programme, Govt. of India has laid a framework for providing safe drinking water on sustainable basis in rural area. The National Policy Framework has set goals to provide every rural person with adequate safe water for drinking, cooking and other domestic basic needs. At the same time the basic requirement should meet minimum water quality standards and be conveniently accessible at all times and in all situations.

In this light Madhya Pradesh PHED is executing handpump water supply schemes & piped water supplier schemes in the state to ensure the availability of water for drinking and other domestic purposes throughout the year. But, the experiences of the past in terms of sustainability of such schemes are mixed. Many village water supply schemes are non- functional and underline the importance of involving the community in planning and implementation of rural water systems and their management to ensure the sustainable supply of drinking water.

Therefore, the deptt. has now concentrated on community participation and aims to empower local communities, particularly village level institutions such as the Gram Panchayats and Gram Sabha Swasthya Gram Tadarth Samiti, to manage village water supply schemes on their own. It also wants to partner with experienced and credible firms /Institutions/ NGO, with significant experience in the area of community that have experience of working with women and facilitation of community-led institutions to mobilize communities to come forward for starting village drinking water supply schemes and to develop the capacities of communities and their institutions in the planning, implementation, operation and maintenance of these drinking water supply schemes.

2. Objectives:

- Create awareness among people in the target villages about the importance of safe and adequate drinking water through individual house hold connections.
- Facilitate to form Gram sabha swasthya gram tadarth samiti / Water Users Association with adequate representation of women and people belonging to marginalized communities and their capacity building for effective management of the water supply scheme and water distribution systems.
- Provide institutional facilitation support for the community management of drinking water supply system.
- Mobilise community to create adequate stake and ownership in the scheme through community contributions to the capital cost and in operation and maintenance as well .

- Increase overall awareness among community on sanitation and hygiene issues.
- To strengthen the Gram sabha swasthya gram tadarth samiti / water users associations for record keeping of accounts, stock, pump logbook, meeting register and complaint readdressal mechanism.
- Empowerment of PRI members for O&M of Piped Water Supply Scheme.
- To provide handholding support to Gram sabha swasthya gram tadarth samiti/ WUAs after completion of water supply schemes

3. Approach

Establishing decentralized community-managed water supply systems would be central to the implementation. The focal point of this programme will be the local people's institutions i.e. Gram sabha swasthya gram tadarth samiti / Water User's Association. Community management of water supply systems and assured supply in the villages, based on the robust gender analysis to respond to the needs of the marginalized communities and women, is central to this programme. Principles of gender mainstreaming will be followed that will include participation of marginalized communities and women at all levels - planning, execution, maintenance and efficient-equitable distribution. This will also include generating resources for the O & M of the system (i.e. water charges from users).

4. Role of NGOs/ Firms / Institutions

The role of the NGOs / Firms /Institutions will be a combination of change agent, intermediary, source of knowledge and capacities and process manager.

4.1 Change Agent: The NGOs / Firms / Institutions will have to understand the existing local perceptions of drinking water, its access, safety and security as the starting point for a consultative process for change and improvements within villages. The NGOs / Firms /Institutions will have to mobilise and create interest within the village as a community in the establishment of a community-managed water supply scheme integrated with the access, safety and security of drinking water and accompanying institutional arrangements. In doing so, the NGOs / Firms /Institutions will specifically target marginalized communities and women to understand their concerns with regard to the drinking water. The NGOs / Firms /Institutions can collaborate with women's organizations working in the villages to reach out to large number of women. The NGO can use the platform of *Mahila Sabhas* to bring together women to discuss the issues pertaining to water.

The NGOs / Firms /Institutions will create awareness about the scarce resources of water and necessity of augmentation of water sources to mitigate the availability of ground and surface water and its judicious use.

4.2 Intermediator: As intermediary, the NGOs / Firms /Institutions will support in developing capacities of WUA and establishing its linkages with the Gram Panchayat, making it autonomous with its own rules and regulation for the effective operation and maintenance of the drinking water supply system. The **Gram Sabha Swasthya gram tadarth samiti/** WUA should also have the capacity to understand, present and

coordinate with the Gram Panchayat for the activities necessary to ensure water safety and security. It will also work as the initial interface between the village institutions and other entities like the Zila/ Block/ Panchayat/ PHED, Departments of Panchayat and Rural Development as well as MP JAL Nigam and others. The Gram Sabha Swasthya gram tadarth samiti/ WUA will have adequate membership of women and people belonging to marginalized population groups so as to ensure their participation in decision-making processes.

4.3 Source of Knowledge and Capacities: The NGOs / Firms /Institutions will function as a primary source of knowledge for Gram Sabha Swasthya gram tadarth samiti/ WUA and build their capacities in all the relevant areas , such as technical aspects with regards to water safety and security, financial management and accounting, legal responsibilities, and assist them contracting external expertise where and when necessary. The NGOs / Firms /Institutions should ensure that knowledge and capacity development efforts are designed keeping in view the requirements of women and marginalised communities ¹ members of Gram Sabha Swasthya gram tadarth samiti/ WUA. The NGOs / Firms /Institutions will also develop awareness amongst women and men on the various alternatives/ options available, for example site selection for distribution lines, water storage tank at the inlet of the village etc., so that informed choices can be made Jal Nigam will share their village technical framework plans with the NGOs / Firms /Institutions for community's feedback and suggestions to modify and further detail the same and make those plans feasible and desirable to the community, in perspective of whole scheme. The NGOs / Firms /Institutions will enhance the capacities of local communities including that of women to contribute in plan, design and implementation of WS systems and develop methodologies for operation and maintenance of these systems.

The NGOs / Firms /Institutions will work with the purpose of gradually transferring most capacities/skills to the Water User Association , so that they can begin functioning as independent, self-reliant local institutions, once the handholding support is withdrawn.

NGOs / Firms /Institutions shall provide the handholding support at least for one years after the completion of schemes.

5. Activities of NGO/Firms / Institutions.

NGO/ Firms/ Institutions will specifically focus on the following activities:

5.1 Baseline information: The NGOs / Firms /Institutions shall collect base line survey regarding water and sanitation status of village, and also analyses the socio economic status of the village.

5.2 Village preparation:

At the village level, the NGOs / Firms /Institutions shall conduct a gender sensitive baseline survey in terms of availability of water at household level. The NGOs / Firms /Institutions will also conduct a water budgeting exercise with the community to draw attention on the sustainability issues, availability of water as limited

resource, distinguish and support the community in taking informed decisions in terms of the different uses of water. Through a series of IEC campaigns-targeting different set of stakeholders- create awareness in the village communities, especially among women, mobilize them to be part of the scheme, identify opinion-makers/ community leaders/women leaders/elected women representatives/youth to work as change agents/local animators.

Establish contacts in villages where the water supply system is proposed and generate interest in the establishment of a scheme and explain the conditions that have to be met for this purpose.

5.3 Institution building:

- **Form Gram Sabha Swasthya gram tadarth samiti/ Water Users' Association by identifying the most suitable persons in terms of their willingness, knowledge and their acceptability within the community. Ensure that women** and people belonging to marginalized communities are represented in the WUAs. Assist arrangements for financial contribution from the community and support opening of bank account to deposit the community's financial contribution for O&M.
- Capacity building of Gram Sabha Swasthya gram tadarth samiti/ Water Users' Association will include identifying training needs, providing training and conduct exposure visits to build their capacity. Ensure specific efforts to enable women to take leadership roles and to enhance their technical skills. Provide inputs to community for site selection of facilities, in ways that optimize access to all; strengthen Gram Sabha Swasthya gram tadarth samiti/ Water Users' Association to take over the management of Water Supply system and have the capacity to address the administrative and procedural matters.
- Provide guidance to Gram Sabha Swasthya gram tadarth samiti/ Water Users' Association on handling finance, people's financial contributions and establishing systems for the sustainable management of these schemes.
- Village level Water safety and security plans will be prepared through a consultative process with the people and technical inputs from the Hydrologist appointed at district level.

5.3 Sanitation and Hygiene promotion

Unless people are aware about sanitation and hygiene, it is unlikely that the community would value the importance of safe storage and handling of water, even if now supplied within their premises. Sanitation and Hygiene promotion activities in the village will aim to improve the following hygiene practices:

1. Safe storage and handling of drinking water..
2. Safe disposal of liquid waste through appropriate waste water drainage from the households.
3. Safe disposal of solid waste such as animal waste, child's excreta etc.
4. Practice of Hand washing with soap (especially after defecation and before eating or touching food).
5. Use of toilets and eliminating the practice of open defecation.

The NGOs / Firms /Institutions would be required to create awareness about the linkages between sanitation and health and how the improved sanitation and hygiene practices could contribute in improved health and enhanced productivity. The formation of Gram Sabha Swasthya gram tadarth samiti/ Water Users' Association would play an important role in the dissemination of sanitation and hygiene practices in the village. The enrolment of dedicated people and "natural leaders" in the Gram Sabha Swasthya gram tadarth samiti/ Water Users' Association would support the fast propagation of the sanitation and hygiene messages. A sub – group on Sanitation and Hygiene could also be formed under the Gram Sabha Swasthya gram tadarth samiti/ WUA. The NGOs / Firms /Institutions would also develop synergies and convergence with other related flagships such as the Nirmal Bharat Abhiyan , the National Rural Employment Guarantee scheme, and State-level schemes such as Maryada.

5.4 Water Supply

- Organize community meeting led by the WUA and review the layout and positioning of various components of the suggested intra village drinking water system proposed by Jal Nigam. Carry out Water budgeting exercise and identify the mechanism for water quality monitoring through a consultative process.
- NGOs / Firms /Institutions will facilitate the consultation between MPJN and village community in identifying the alternative feasible solutions in terms of layout of distribution lines and locations of various components to ensure village-universal supply..
- The NGOs / Firms /Institutions will also motivate villagers to make community contributions against the capital and O&M costs in cash or kind as needed. The contributions could be in kind for women headed households and households headed by elderly people.
- Provide necessary support in commissioning of the schemes.
- Provide handholding support in terms of O&M, record keeping, conflict resolution etc. after completion of schemes.

5.5 Community Contribution

NGO will facilitate the necessary 3% / 1.5 % community contributions (as the case may be) against total cost of PWSS for single village PWSS and 5% community contribution in case of grouped pwss against the capital cost to be incurred on the laying and construction of intra village work for water supply scheme (Distribution Net work, ESR etc.), The contribution against capital cost will be transferred to PHED. The NGOs / Firms /Institutions will also ensure the collection of 6 months of O&M cost to be deposited into the Gram Sabha Swasthya gram tadarth samiti/ WUA account preferably as fixed deposit. The NGOs / Firms /Institutions will ensure that the Gram Sabha Swasthya gram tadarth samiti/ WUA institution built in the village takes lead in contribution and the NGOs / Firms /Institutions will act only as a facilitator.

6. Reporting, Monitoring and Coordination

- The **NGOs / Firms /Institutions** will adopt a proper reporting and monitoring system, in consultation with PHED MPJN .
- The **NGOs / Firms /Institutions** will report on monthly basis to PHED/ MPJN about physical, financial and IEC progress through progress reports, as per predesigned formats and suggested outlines.
- Monitoring will be organized at various levels. Indicators developed by the project for the purpose, will be periodically made use of. Efforts will be made to have gender sensitive indicators.
- Monitoring will include those done by the NGOs / Firms /Institutions with the community members, by the NGOs / Firms /Institutions management done for their respective field staff, for the progress of work in the villages. The field staff of NGOs / Firms /Institutions (especially the village coordinators /social mobilisers) should also include women.
- Monitoring of proposed activities to full fill objective shall be done on the basis of 'An Outline of matrix'.

7. Management

- NGOs / Firms /Institutions will evolve and maintain regular monitoring mechanisms.
- Devise work plan and time schedules periodically; report achievements accordingly.
- Participate regularly in meetings and coordinate effectively with various govt. bodies
- Prepare reports, case studies and provide it to the Department.
- Adopt a flexible approach to allow modifications and changes as the project evolves.

8. Support from the Department

- An orientation programme will be organized by the Deptt. for the NGOs / Firms /Institutions staff. In order to ensure that NGOs / Firms /Institutions understand the importance of gender issues, a day long sensitisation programme on gender and water issues should be organised for the NGOs / Firms /Institutions staff.
- The Deptt. will develop a payment guideline and schedule of payments and will be responsible for timely payments based on deliverables.
- The Deptt. shall also organize review meetings to understand the progress and bottlenecks in implementation of the project and to obtain the solutions accordingly.
- The Deptt. will also maintain an oversight on the projects through periodic field visits and review of the progress reports.

9. Timeline

The total Duration will be 12 months from the agreed date of commencement. The NGO shall be involved to provide hand holding (Operation & Maintenance, record keeping, capacity building etc.) for one year after the commencement of Water Supply Schemes.

10. Terms & Condition

10.1 Taxes and Duties

The NGOs / Firms /Institutions, partner NGOs / Firms /Institutions and Personnel shall pay such taxes, duties, fees and other impositions as may be levied under the Applicable Law of MP State Govt.

10.2 Anticorruption Policy

PHED-financed or administered contracts, observe the highest standard of ethics during the execution of such contracts. In pursuance of this policy, the Department:

Defines, for the purpose of this provision, the terms set forth below as follows:

(a) "corrupt practice" means the offering, giving, receiving, or soliciting, directly or indirectly, anything of value to influence improperly the actions of another party;

(b) "fraudulent practice" means any act or omission, including a misrepresentation, that knowingly or recklessly misleads, or attempts to mislead, a party to obtain a financial or other benefit or to avoid an obligation;

(c) "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party; "coercive practice" means impairing or harming, or threatening to impair or harm, directly or indirectly, any party or the property of the party to influence improperly the actions of a party;

11. Required human resources for each cluster.

Items	Number
Specialist IEC & HRD	
Diploma Engineer	
Community organizer	
Project Coordinator	

AN OUTLINE OF MATRIX

Strategy	Indicators	Sources/ Means of Verification	Assumption/ Risks
<p>Goals: To provide safe & sustainable drinking water supply on equity basis to every rural person with adequate quantity.</p>	<p>I. Increased no. of individual household tap connections. II. Increased Gram Sabha Swasthya gram tadarth samiti/ WUAs meeting frequency during a year. III. Enhancement in water tariff collection. IV. Increased no. of Gram Sabha Swasthya gram tadarth samiti/ WUAs formed. V. Increased capital cost sharing in village distribution network by village community. VI. Equity in drinking water distribution among village community. VII. Community ownership increase frequency of scheme going out of order for more than 2 days in a month on group piped water supply schemes.</p>	<p>The following parameter shall be used during review of the project: Monthly progress reports. a. No. of connection within house premises. b. Capital cost sharing by community. c. Water tariff collection percentage. d. Regularity of Gram Sabha Swasthya gram tadarth samiti/ WUAs meetings Household survey sample basis reports. Impact of IEC & HRD related activity on health.</p>	<p>Favorable community support Community contribution for operation & maintenance Timely availability of technical support fund & staff for execution. Natural calamities</p>
<p>Objective (Purpose/ expected benefits)</p>	<p>To develop a community based sustainable operation and maintenance, complaint handling mechanism/ system for piped water supply scheme.</p>	<p>Monthly report of water tariff collection and household survey.</p>	<p>Community support during execution of project. Timely completion of scheme.</p>
<p>Outputs/ Results Goods/services/ materials/ expected changes, the target population will get,</p>	<p>Due to cost sharing community felt ownership on the scheme, awareness generation, Capacity building of Gram Sabha Swasthya</p>	<p>Nos. of cluster based project identified Nos. of Gram Sabha Swasthya gram tadarth samiti/ WUA formed Nos. of</p>	<p>Timely availability of funds, corporation from community.</p>

<p>which they cannot achieve on their own without intervention of the project</p>	<p>gram tadarth samiti/ WUAs and communities Formation of Gram Sabha Swasthya gram tadarth samiti/ Water users associations for in village management of piped water supply schemes.</p>	<p>Training conducted for staff and Gram Sabha Swasthya gram tadarth samiti/WUAs Monthly progress reports of IEC and HRD initiatives execution from.</p>	
<p>Activities (Tasks/ actions to be carried out by utilizing resources, viz. human, financial, equipment, etc.)</p>	<p>Identification of suitable IEC initiatives, formation of WUAs, training need assessment, and IEC and HRD plan development Exposure visit of Gram Sabha Swasthya gram tadarth samiti/ WUAs members and communities Training and capacity building of Gram Sabha Swasthya gram tadarth samiti/ WUAs and communities</p>	<p>List of identified IEC activities, Training need assessment for WUAs. Action plan PERT chart cluster wise. Nos. of exposure visit organized. Nos. IEC and HRD activities conducted. Monthly progress reports. Evaluation reports.</p>	<p>Gram Sabha Swasthya gram tadarth samiti/WUA's</p>

11. Deliverables and Payments

No	Work Period	Installment	Activities to be carried for payment at the Milestone
1	At the time of submission of action plan with PERT chart.	5%	<ul style="list-style-type: none"> At the Startup of office in project area. (Against bank guarantee)
2	3 rd month	15% (90% of total value of work done)	<ul style="list-style-type: none"> Formation of Gram Sabha Swasthya gram tadarth samiti/ WUA Opening of Savings Bank Accounts The first 20% of community contribution Completion of IEC activities as mentioned in the TOR Community meeting organized an village plan shared Feedback and suggestions of the community is shared with the Deptt.
3	At 5 th months	15% (90% of total value of work done)	<ul style="list-style-type: none"> Preparation of water safety and security plans for the village and shared with the concerned agency for the mobilization of funds Piped water Scheme layout is reviewed by the community /Mahila Sabha and approved by Gram Sabha Trainings of Gram Sabha Swasthya gram tadarth samiti/ WUA (dedicated training for women WUA members) on different aspects are organized 50%of community contribution and 40% of community contribution against the O&M cost are deposited in Gram Sabha Swasthya gram tadarth samiti/ WUA's bank account
4	At 9 th months	25% (90% of total	<ul style="list-style-type: none"> Completion of 70% of community contribution against capital and O&M cost. Village drainage plan is developed for individual households and community stand post, approved

		value of work done)	by Gram sabha and shared with the concerned agency for mobilization of funds <ul style="list-style-type: none">• IEC activities are completed in schools• All the schools have designated devices for group hand washing with soap.
5	12 th months	25%** (95% of total value of work done)	<ul style="list-style-type: none">• Capacity building for Water Tariff fixation and O&M (Training to operators)• Water Tariff fixation / rules and regulations by Gram Sabha Swasthya gram tadarth samiti/ WUA and approval in Gram Sabha• 100% collection of community's agreed financials contribution of capital and O&M costs.

**** Remaining 15% cost shall be released after 1 year from the complete execution work of piped water supply schemes.**