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NOTIFICATION

In pursuance of the approval accorded by the Competent Authority the “Modified Operations & Maintenance (O&M) Policy for Water Supply Schemes in Lakshadweep, 2026” is hereby notified.

This policy will come into effect from the date of issue of this Notification

Sd/-
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Superintending Engineer &
Mission Director, JJM, UTLA

OPERATION AND MAINTENANCE POLICY OF PIPED WATER SUPPLY IN LAKSHADWEEP

Lakshadweep Public Works Department,
UT OF Lakshadweep
July- 2026

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2 Abbreviations

Abbreviation	Explanation
AE	Assistant Engineer
ASHA	Accredited Social Health Activist
BIS	Bureau of Indian Standards
CE	Chief Engineer
CEO	Chief Executive Officer
DWSM	District Water and Sanitation Mission
EE	Executive Engineer
EO	Executive Officer
FHTC	Functional Household Tap Connection
FTK	Field Test Kits
VDP	Village Dweep Panchayat
GRM	Grievance Redressal Mechanism
HH / HHs	Household / Households
HTC	Household Tap Connections
IEC	Information Education Communication
INR	Indian Rupee
IS	Indian Standards
IVDN	In-Village Distribution Network
JE	Junior Engineer
JJM	Jal Jeevan Mission
Kl	Kilo Litre
L	Litre
LPCD	Liters Per Capita per Day
LPWD	Lakshadweep Public Work Department
mg/l	Milligram per litre
NABL	National Accreditation Board for Testing and Calibration Laboratories
NRW	Non-Revenue Water
O&M	Operation and Maintenance
OHT	Over Head Tank
Ph	Potential of Hydrogen/ Power of Hydrogen
PRI	Panchayat Raj Institutions
Rs.	Rupees
SC	Scheduled Caste
ST	Scheduled Tribe
SVS	Single Village Scheme
SWSM	State Water and Sanitation Mission
UTL	Union Territory of Lakshadweep
VWSC	Village Water and Sanitation Committee

3 Definition of Terms used in the O&M policy

- 1** Administrative Approval: Formal approval by the competent administrative authority in a department to execute certain specified works or project or scheme at a stated amount.
- 2** Consumer Service Charges: Charges approved by the State Water and Sanitation Mission (SWSM) Apex Committee for application fee, security deposit, new connection charge, reconnection charge, name change charge and other consumer services.
- 3** Down time in operations: Down time in operations refers to the lack of pumping and distribution of water, due to reasons such as lack of power supply, low yield of water in the source, defunct pumping machinery, operator error, poor maintenance and lack of finances for operation and maintenance.
- 4** Financial Sustainability: Financial sustainability refers to the capacity of a Gram Panchayat to raise income from the distribution of water to cover expenses and generate a surplus to meet contingencies.
- 5** Functional Household Tap Connection (FHTC): Functional Household Tap Connection means a household level tap connection through which 18:55 LPCD to the household having bathing quality wells (18 LPCD) and without bathing quality wells (55 LPCD) under Jal Jeevan Mission
- 6** Governance: Governance is the way rules, norms and actions are structured, sustained and regulated for operating and maintaining a water supply scheme.
- 7** Information, Education Communication (IEC): Information, Education and Communication, abbreviated as IEC, is a strategy to spread awareness through communication channels to a target audience to achieve a desired positive result. The desired positive results in the context of O&M policy may be summarized as 100% FHTCs, habitual payment of O&M tariff and disciplined use of treated water together with metered consumption of water at the consumer levels.
- 8** Institutional arrangements: Institutional arrangements are generally understood as a set of agreements on the division of respective responsibilities of agencies, departments, and or project teams.
- 9** In-Village Distribution Network (IVDN): IVDN refers to the In-Village Distribution Network for water supply within a VDP/Village/island receiving potable water supply from a source to household.
- 10** Jal Jeevan Mission: Jal Jeevan Mission is a Government of India programme, envisioned to provide safe and adequate drinking water through individual household tap connections to all households in rural India.
- 11** Maintenance: Maintenance is the planned technical activity, taken either in response to a breakdown, or periodical activities in a preventive mode to keep the water supply system operational.

- 12 OHT - Village level Over Head Tank is a small storage reservoir for supplying water to the village/island community
- 13 Operation: Operation refers to the routine activities and procedures that are implemented to ensure that the water supply system is working efficiently.
- 14 Operation and Maintenance Pentagon: 'Operation and Maintenance Pentagon' is a term similar to Asset Pentagon (natural, physical, human, finance and social capitals). O&M Pentagon thus refers to essential capital base required to operate and maintain a water supply scheme and will include natural (Water), physical (Infrastructure built for the water supply scheme), finance, human and governance cum institutional capitals. The current O&M Policy is developed around the O&M Pentagon.
- 15 Panchayati Raj Institution (PRI): Panchayati Raj is a system of rural local self-government in India, established across states of India by the acts of the state legislature to build democracy at the grass root level. PRIs have constitutional mandate through the 73rd Constitutional Amendment Act of 1992.
- 16 Policy: Apolicy is a statement of intent and is implemented as a procedure or protocol by the Government of Lakshadweep
- 17 Potability: Potable water is defined as water that is suitable for human consumption, meeting physical, chemical, bacteriological standards for drinking or cooking as per BIS 10500 (2012) in the context of India.
- 18 Single Village Schemes (SVS): Single Village Schemes are drinking water supply schemes, drawing water from a local source, and supply water to a village(island) community, appropriately establishing and employing simple water supply infrastructure.
- 19 Social Capital: Social capital is the sum total of trust, cooperation, interpersonal relationships in a society and a shared sense of identity, understanding, norms, values and reciprocity.
- 20 Specification: Specification means a particular and detailed list or account of an item or ofwork to be done or of goods to be supplied in carrying out a contract. 'Specification' is provided in a document, which is, as a rule, prepared to accompany a set of drawings, to explain, materials to be used and method of construction to be carried out.
- 21 Strategy: Strategy is a perspective plan consisting of vision and direction. Strategy in the context of the O&M policy means a clear understanding of the water supply sector, a clear sense of where the sector should reach, an assessment of obstacles and risks standing between the present and the vision, a plan about how to approach the challenge and risks and a specific course of action to follow to achieve the vision.
- 22 Sustainability: Sustainability is a condition where a resource, a service or an institution is kept at a certain level, capable of being continued. From a resource perspective, sustainability is a condition which "meets the needs of the present without

compromising the ability of future generations to meet their own needs. From an institutional perspective, sustainability denotes the continued and steady sustenance of an institution, while from a service perspective, sustainable service is a level of service that is steady and continues over a design period, which holds good in the case of a water supply service.

- 23** Technical backstopping by LPWD: Technical backstopping refers to the professional and technical support and advice provided by LPWD to VDPs in Lakshadweep with regard to the operation and maintenance of water supply schemes.
- 24** Timing of water supply; Timing of water supply refers to the time of distribution of water at the household level in islands.
- 25** Village Water and Sanitation Committee (VWSC): VWSC is a village level committee, constituted by the Gram Panchayat at the Village level or VDP level to coordinate, manage, operate and maintain water supply schemes and sanitation.
- 26** Meter reader: Meter reader is a local person appointed by Gram Panchayats in Lakshadweep to operate, maintain and support the management of water supply systems in islands/ habitations.
- 27** Water Tariff: Tariff approved by the SWSM Apex committee and notified through Govt orders, including fixed and volumetric charges.
- 28** "Water Supply System" means the piped water supply system in the water supply area from the intake and up to household level, including the meters installed at the individual customer end.
- 29** State Water and Sanitation Mission: SWSM is an apex committee headed by the Advisor to the Hon'ble Administrator and Secretary (works) as Convener and Secretaries of all major departments are its members to provide policy guidance and for overall planning, strategizing of implementation of JJM.
- 30** District Water and Sanitation Mission: DWSM is a committee headed by District Collector and Executive Engineer, LPWD as member Secretary to prepare and finalize District Action plan of FHTC.
- 31** Nal Jal Mitra: Trained skilled person able to carry out minor repairs and maintenance, including preventive maintenance, of the piped water supply scheme(s) in their village/island.
- 32** Legal and Regulatory Framework: The legal and regulatory framework comprises the Acts, Regulations, Government Orders, notifications, standards, technical manuals, Standard Operating Procedures (SOPs) and institutional arrangements governing the planning, operation, maintenance, monitoring and regulation of drinking water supply services in the Union Territory of Lakshadweep.

Preamble

Operation and Maintenance Policy for Lakshadweep provides policy statements, under five components: (a) water source, (b) water infrastructure, (c) finance, (d) human resources and (e) governance cum institutional components, collectively referred as the O&M pentagon. This document summarizes the operation and maintenance policy statements, strategic actions to operationalize the policies, besides providing formats, notes and narrations to elaborate the strategic operationalization. The document deals with Single Village Schemes (SVS) in-Village Distribution Network (IVDN).

The goal of the O&M policy is, 'sustainable and inclusive service delivery in drinking water supply for every household in Lakshadweep. Objective of the policy is to improve institutional capacity and human resources of LPWD, VDPs and VWSCs to provide efficient, effective and sustainable drinking water supply services and to clarify institutional roles and responsibilities of key sector stakeholders.

4 Chapter I- Introduction

Water supply sector is of paramount importance to UT of Lakshadweep, as the population accounts for approximately 100% of the population. A paradigm shift has become inevitable so as to move from infrastructure-based water supply approach to improving service levels, strengthening decentralized institutions, governance, policy initiatives, and regulatory mechanisms. Groundwater based water supply schemes are not recommended by the Central ground water board as the pumping of ground water in large scale using high HP motors will lead to sea water intrusion and distraction of limited ground water floating as thin layer on the brackish water. Hence the administration decided to provide desalinated water generated from the Sea water desalination plants to the Households @ 18:55 LPCD to the household having bathing quality wells (18 LPCD) and without bathing quality wells (55 LPCD) under Jal Jeevan Mission. The Ministry of Jal Shakti approved the state action plan and annual action plans. The requisite quantity of desalinated water will be achieved only after the installation of additional desalination plants of capacity 1.5 Lakh liter per day in the Islands Kavaratti, Minicoy, Amini, Agatti & Androth. It is therefore decided to provide the available desalinated water to the households through household tap connections and quantity will be enhanced subsequent to the installation of additional desalination plants. The available quantity of desalinated water in islands is tabulated below by accounting water from existing and ongoing desalinated water. (TABLE-1) The requirement for the purpose other than Drinking, Cooking & utility washing to be met by the household from their own dug wells. Water quality laboratories are functioning

in all islands except Bitra for ensuring the quality of water being used. The laboratories are opened to the general public. Water quality of Bitra Island is ensured by the Chetlat Laboratory and Field Test Kits are also provided to all Islands. ASHA workers in Islands are also trained for testing water quality using FTKs.

To run water supply schemes and facilitate effective service level for the end consumers, an efficient O&M arrangement is required. Currently the water is supplied through street taps and the entire O&M cost is met by LPWD. It is important to implement the O&M policy for improving service delivery, sectorial governance and partial cost recovery. This O&M policy will apply to the entire water sector of Lakshadweep, production, distribution and operations.

4.1 Goal

Goal of O&M Policy is sustainable and inclusive service delivery in drinking water supply for every households in Lakshadweep.

4.2 Objectives of O&M Policy

- a. To provide guidance on sustainable water supply services in terms of availability, accessibility and affordability, adopting decentralized approach involving Panchayat Raj Institutions and Village Water and Sanitation Committees (VWSCs).
- b. To improve institutional capacity and human resources of LPWD, VDPs and VWSCs to provide efficient, effective and sustainable drinking water supply services and to clarify institutional roles and responsibilities of LPWD, VDPs, VWSC and Operators for operation, maintenance and management of water supply schemes and assets in the UTL.
- c. To provide guidance on technical, institutional and financial sustainability of water supply schemes and to facilitate cost recovery at the VDP and community level from operations of SVS in the UTL.

4.3 Scope of the Policy

The Operation and Maintenance Policy will apply to the entire inhabited islands of the UT of Lakshadweep in terms of geographical area. The policy will include various aspects of operation and maintenance with regard to water resources, infrastructural assets and equipment including sea water desalination plants, institutional arrangements, human resource management, capacity building, IEC, financial systems and cost recovery.

4.4 Need for O&M Policy

Infrastructure in water supply sector should be accompanied with comprehensive policy on operation and maintenance. The aim of O&M policy is to facilitate in improving efficiency and sustainability of water supply systems in the UT. With increasing demand on freshwater on one side and the resource base being limited on the other hand, there is an urgent need for 'water discipline' by all stakeholders. Operation & Maintenance measures have to be taken along with legal, policy and regulatory mechanisms as well as institutional architecture in the water supply sector. The O&M policy is a long felt need and will enhance capacity of sector stakeholders for sustainable operation and maintenance.

4.5 Components of Operation and Maintenance

Operation and Maintenance of Water Supply Schemes is based on five components:

1. Water Resource: Water Source - Sustainability, Quantity and Quality aspects.
2. Water Supply Infrastructure: Built Assets such as intake structure, transmission, storage and distribution aspects of operation and maintenance.
3. Finance Capital: Income and sufficient cash flow to manage the expenditure and contingencies, besides O&M budget, tariff setting, billing, collection, accounting and auditing.
4. Human Resource, Capacity Building and IEC: Staffing, Capacity Building, IEC and Social Aspects, including leadership, staff, knowledge, skills and experience to operate and maintain the drinking water supply scheme.
5. Institutional & Governance Component: Legal, Policy, Institutional & Governance aspects, government orders and the institutional network engaged with the management of O&M.

Policy on Operation and Maintenance in Water Supply Sector is prepared, based on the above five components, collectively referred to as the O&M Pentagon.

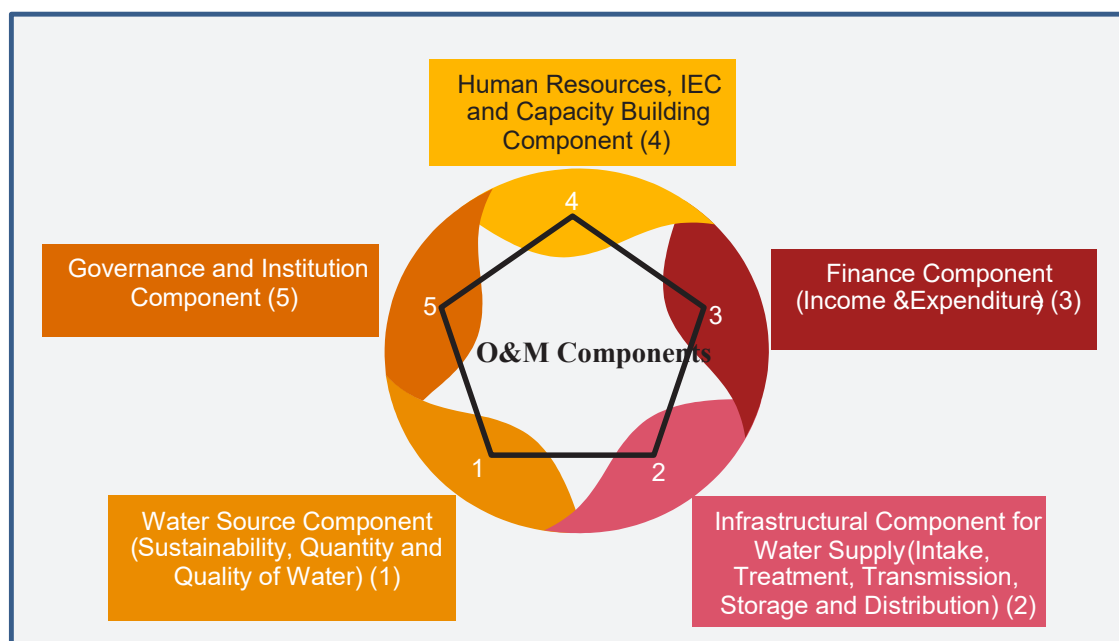


Figure 1: Components of Operation and Maintenance

4.6 Category of Water Supply Schemes

Single Village Schemes;

In-Village Distribution Network is associated with SVS. Single village scheme of each village (Island) of Lakshadweep consists of two components, one is production of desalinated water and the other is distribution network.

4.7 Organisation of Operation and Maintenance Policy

The Operation and Maintenance Policy for drinking water sector of Lakshadweep is to provide details of O&M Policy for SVS and IVDN (In-Village Distribution Network) managed by Village Dweep Panchayats including Infrastructure (pipelines), Governance & Institutional aspects, Finance, and Human resource management including training, IEC and Community mobilization.

5 Chapter II- Operation and Maintenance (O&M) of Single Village Schemes (SVS) and In-Village Distribution Network (IVDN)

5.1 Policy Statements for Operation and Maintenance of Single Villages Schemes and In-Village Distribution Network

5.1.1 Water Source

Sea is the source of water in Lakshadweep. LPWD shall produce desalinated water in desalination plants installed in each islands and shall be supplied to the Over Head Tanks constructed in various locations in each islands for facilitating Village Dweep Panchayath to supply the water equivalent to the proposed service level of 18 LPCD to all the households & 55 LPCD to the households not having bathing quality wells.

5.1.2 Quality of Water Supplied:

Village Dweep Panchayath shall distribute water which is under acceptable limits of water quality standards complying with BIS code 10500 or as notified. LPWD shall ensure the quality of the water stored in the OHT and supplied to delivery points using the service of water quality testing laboratories established under the department in each islands.

LPWD shall also to ensure the quality of the individual dug wells being used by the households to meet their requirement for the purposes of bathing, washing, cleaning etc (as and when required and give proper advises to the consumers) as the service level of water supply through tap connection is only 18 LPCD and the remaining shall be met from their individual dug wells.

5.1.3 Waste Water and Grey Water Management:

In Lakshadweep, the source of water is seawater, which is treated in desalination plants before being supplied to the public, hence there is no contamination of water source. However, public uses individual dug wells for purposes other than drinking and cooking. The ground water from these dug wells is naturally recharged through rain, and grey water and black water are filtered through soak pits before reaching the ground water.

LPWD/VDP shall explore the possibility of installing cluster or individual sewage treatment plants, such as bio-digester, Planted Dry Bed (PDB) or Engineered Natural Sewage Treatment System.

5.2 Water Supply Infrastructure

5.2.1 Water production through sea water desalination plant:

Desalination plants of suitable capacity to provide potable water in the proposed service level shall be ensured by LPWD.

5.2.2 Measuring local water supply through consumer meters:

LPWD shall measure and record the quantity of water produced in the desalination plants and quantity of water stored in OHTs.

LPWD shall provide suitable water meters to all the households for measuring water consumption.

Village Dweep Panchayat shall measure the quantity of water consumed by the households.

5.2.3 Operation and Maintenance of desalination Plants:

LPWD shall ensure the operation & maintenance of desalination plants and also ensure the availability of required quantity & quality.

5.2.4 Asset replacement in SVS:

With regard to desalination plants, all replacement cost of assets are met by the LPWD. With regard to distribution network (from OHT to households) all replacement cost of assets is met by Village Dweep Panchayat and repair/replacement of individual tap is the sole responsibility of consumers after initial installation.

5.2.5 Measuring water consumption and losses:

Village Dweep Panchayat shall measure the receipt of water stored in OHT from LPWD and net water distribution at consumer ends so as to estimate Non- Revenue Water and thus identify the water losses from the water supply system.

5.2.6 Service Delivery:

The service delivery conditions / standards for water supply shall be as per the production of desalinated water. Island wise details provided in Table 1

5.3 Finance Management in O&M**5.3.1 Water tariff:**

The State Water and Sanitation Mission (SWSM) Apex Committee has approved the water tariff for domestic, institutional, commercial and other consumer categories receiving piped drinking water supply in Lakshadweep. The approved tariff shall be implemented by the Lakshadweep Public Works Department through Government Orders and shall form the basis for billing and collection of user charges under this Policy. The approved tariff schedule is appended as **Annexure-2**.

5.3.2 Payment of Water Tariff to VDP:

VDP shall collect water tariff from consumers in accordance with the approved tariff notified by Government. The revenue generated from water tariff shall be accounted for, retained and remitted in accordance with the Government Orders issued by the Lakshadweep Administration. The funds retained by the Village Dweep Panchayats shall be utilised exclusively for operation and maintenance of the village distribution system (cost of minor repair, remuneration of meter readers etc) as prescribed under this Policy.

5.3.3 Review of Tariffs:

The State Water and Sanitation Mission (SWSM) Apex Committee shall periodically review the approved water tariff taking into consideration operation and maintenance expenditure, energy consumption, inflation, efficiency of service delivery, consumer affordability, technological improvements, financial sustainability and water conservation objectives.

5.3.4 Billing and Collection:

Village Dweep Panchayats shall undertake billing and collection of water tariff in accordance with the approved tariff schedule and procedures prescribed by LPWD. Billing shall be based on metered water consumption and shall be generated on a monthly basis through manual/digital platform approved by the Administration.

5.3.5 Penal Charge on Consumers:

VDP shall impose a penal charge on consumers in the respective islands, if the consumer delays payment of water charges beyond the stipulated date.

5.3.6 Consumer Service Charges:

Consumer service charges such as application fee, security deposit, new connection charge, name change charge and reconnection charge approved by the State Water and Sanitation Mission (SWSM) Apex Committee shall be applicable uniformly throughout Lakshadweep. The approved rates are provided in **Annexure-2**.

5.4 Staffing, Capacity Building, IEC and Community Mobilization**5.4.1 VDP level Training programmes:**

VDP shall facilitate training of all local level staffs in operation and maintenance of water supply schemes with the support of LPWD.

5.4.2 IEC and Community Mobilization:

VDP shall do the needful to mobilize community for achieving 100% FHTCs as per service level, habitual payment of O&M tariff, and disciplined use of treated water and metered consumption of water at the consumer levels.

5.5 Governance and Institution**5.5.1 Decentralized service delivery and O&M:**

VDP is primarily responsible for distribution of water to households and other local level consumers through FHTCs drawing water from Water Stored in OH Tanks by LPWD.

5.5.2 Staffing Pattern:

VDP may implement the staffing pattern as recommended in the O&M Policy. VDP will recruit and appoint staff to operate, maintain and manage distribution of water and in strict adherence to the staffing pattern as per the guidelines in the O&M Policy.

5.5.3 Gram Sabha Meetings and Community Consultations:

Community consultations shall be held at Gram Sabha meetings at least annually and feedback received from Gram Sabha shall be considered by the VDP and VWSC in operation, maintenance and management of water supply schemes in consultation with LPWD.

5.5.4 Grievance Redressal Mechanism (GRM):

VDP shall partner with LPWD in implementing suitable mechanism, for addressing grievances and complaints promptly and effectively.

5.5.5 Technical backstopping by LPWD:

VDPs may request for support from LPWD for resolving technical, operational and managerial issues.

5.5.6 Roles and Responsibilities of VDP regarding Operation and Maintenance:

Village Water and Sanitation Committees (VWSCs) shall function as the Standing Committee of the respective Village Dweep Panchayat for matters relating to drinking water supply and sanitation in accordance with the Lakshadweep Panchayat Regulation and Government Orders issued fromtime to time. The VWSC shall assist the VDP in planning, community participation, monitoring, awareness generation and supervision of operation and maintenance activities.

Roles and responsibilities of VDP with regard to monitoring and regulatory functions in O&M are mentioned in 3.5.6.

5.5.7 Legal and Regulatory Frame work:

Operation and maintenance of piped water supply schemes in Lakshadweep shall be governed by the applicable provisions of the Jal Jeevan Mission Operational Guidelines, the Lakshadweep Panchayat Regulation, Government Orders and notifications issued by the Lakshadweep Administration, relevant environmental and public health laws, and the provisions of this Operation and Maintenance Policy. All stakeholders shall ensure that drinking water services are delivered in accordance with prescribed technical standards, financial procedures, environmental safeguards and institutional responsibilities to ensure safe, sustainable, transparent and accountable water supply services.

6 Chapter III- Implementation Strategies for Operation and Maintenance of Single Village Schemes and In-Village Distribution Network

6.1 Water Source

Table 1: Implementation strategy-Water source for SVS and IVDN

Policy Statement	Strategy for Implementation
6.1.1 Source of Water Supply Schemes: VDP shall supply safe drinking water, equivalent to 18:55 LPCD (18 LPCD to the households with bathing quality individual well & 55 LPCD to the household without bathing quality well) drawing water from OHT through household tap connections.	- O&M Policy will be notified and brought into effect through a Government Order. - For the islands Kavaratti, Amini, Minicoy & Agatti VDP has to supply available desalinated water as sufficient quantity of desalinated water in required service level is not available presently. The VDP can augment the quantity to the required service level after the installation of additional DESALINATION plants by LPWD. - For Androth Island VDP shall supply available desalinated water on completion of the ongoing DESALINATION plant. The VDP can augment the quantity to the required service level after the installation of additional DESALINATION plants. - For Kalpeni & Bitra Islands, VDP shall supply desalinated water in the required service level as sufficient desalinated water is available. - For the islands Kadmath, Kiltan & Chetlath VDP shall supply available desalinated water.

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6.1.2 Quality of Water Supplied by VDPs: VDP shall distribute water which is under acceptable or permissible limits of water quality standards complying with BIS code 10500 or as notified.	a. LPWD shall to monitor quality of water supplied from desalination plant/OHT/Households on a regular periodic basis using laboratory facility established in each islands. b. Note/ Protocol for Water Quality Monitoring refers to Annexure 1 c. LPWD shall prepare and periodically update a Water Safety Plan for each desalination-based water supply system identifying potential risks from seawater intake to household tap, preventive control measures, monitoring protocols and corrective actions to ensure continuous compliance with BIS drinking water standards. d. Trained ASHA Workers designated as Sujalam Shakti Groups shall assist LPWD in carrying out routine water quality surveillance using Field Test Kits (FTKs). e. The Sujalam Shakti Groups shall conduct periodic field testing of drinking water samples using FTKs, assist in collection of water samples for laboratory testing whenever required, communicate indicative test results and water safety messages to households, report suspected contamination or abnormal test results immediately to the Laboratory officials.
6.1.3 Source sustainability Sea is the source of water in Lakshadweep which is being treated in the desalination plant before being supplied to the public.	a. Considering that seawater is the sole source of drinking water in Lakshadweep, the sustainability of water supply shall focus on ensuring reliable, uninterrupted and climate-resilient desalination services through LTTD and SWRO plants. b. To safeguard the long-term sustainability of the marine water source, LPWD shall undertake periodic monitoring of intake and outfall structures, deep sea pipelines, desalination plant machineries and coastal conditions, while ensuring environmentally safe brine disposal and protection of marine ecosystems. c. LPWD, in consultation with VDPs and other stakeholder departments, shall prepare and annually update an Island Water Security Plan for each inhabited island. The plan shall include water demand projections, desalinated water production capacity, storage adequacy, emergency water arrangements, climate resilience measures, conservation measures and contingency planning for disruption of desalination facilities. d. Although seawater desalination remains the principal source, LPWD shall also encourage rooftop rainwater harvesting, water conservation in Government buildings as buffer stock for alternative source. e. Water-related schemes of other departments shall also be identified and converged, wherever feasible, for the promotion and implementation of rainwater harvesting.

6.1.4 Annual Budgeting	a. VDPs shall conduct Annual island-wise water budgeting shall be undertaken considering water production, losses, consumption and future demand projections.
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6.2 Water Supply Infrastructure

Table 2 : Implementation strategy-Water supply infrastructure for SVS and IVDN

Policy Statement	Strategy for Implementation
6.2.1 Single Village Schemes (SVS) and In- Village Distribution Network (IVDN): Village Dweep Panchayat and LPWD shall manage operation and maintenance of desalination plant, OHT and Tap Connections provided to the households at island level directly for which it is supported by a Village Water and Sanitation Committee at the island level.	a. Desalination plants of suitable capacity to provide Potable water in the proposed service level shall be ensured by LPWD. b. Operation & Maintenance of DESALINATION Plants shall be done by LPWD. c. Repair & maintenance of Over Head Tanks and pumping line by LPWD d. Major maintenance of distribution line shall be done LPWD on intimation from VDPs. e. Minor repair & maintenance such as leakages in distribution line, shall be done by VDPs. f. Major & minor of water meter, meter chamber shall be done by VDPs g. VDP shall with the support of VWSCs operate and maintain water supply distribution within the VDP limits subject to water availability in the OHT.
6.2.2 Measuring local water supply through consumer meters: VDPs shall measure the quantity of water supplied from OHTs.	a. LPWD shall introduce consumer level water meters of appropriate quality and specifications on saturation mode. (All consumer connections, including domestic, institutional). b. VDPs shall ensure all water connections including domestic, commercial & institutional are fixed with a water meter by LPWD. c. The cost of water meters along with fixtures thereof shall be borne by LPWD at the time of initial installation. d. LPWD shall provide flow control valve to ensure equitable distribution of water. e. Water meters shall be installed at inlet of all OHTs by LPWD and measure the volume of water on a daily basis by VDPs f. District Panchayat may consider setting up a Meter Repairing Unit at the island level by identifying and training appropriate persons. g. Annexure 2: Government Order notifying the Water Tariff and Metering approved by SWSM Apex Committee. h. Annexure 3: Note on Metering and metering policy.

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6.2.3 Asset and Inventory: LPWD shall have an inventoried list of all assets such as desalination plants, OHTs, transmission and distribution pipe lines	a. LPWD in each island must have a list of all assets such as desalination plants, OHTs, transmission and distribution network etc. Assistant Engineer/JE, LPWD shall be assigned for checking inventory list. b. Develop a centralized inventory database that records all equipment, spare parts, and materials, along with their quantities, specifications etc c. LPWD shall explore mapping of all the assets on a GIS to put on PM-Gati Shakti portal.
6.2.4 Asset replacement of desalination plant and Distribution Network: VDPs/LPWD shall be responsible for replacement of all common assets with regard to desalination Plant & Distribution line.	a. Asset replacement cost for desalination Plant & Major works in pumping & distribution line shall be borne by LPWD. b. Minor repair and replacement with regard to distribution line shall be borne by VDPs by engaging identified NAL JAL MITRAS/skilled labours c. Repair & replacement of water meter, meter chamber and all other appurtenant of the consumer connection by VDPs d. Repair/replacement of Tap is the sole responsibility of the consumer. (Note: Charge of repair/replacement of any assets owing to negligence of consumers shall be borne by the consumer) e. LPWD shall prepare an asset replacement plans based on condition assessment, remaining useful life, risk and criticality.

6.2.5 Measuring water**consumption and losses:**

VDPs shall measure the receipt of water from OHT and water distribution at consumer ends so as to estimate Non-Revenue Water (NRW) and thus identify the water losses from the water supply system

Water wastage at various stages, including the source, transmission, distribution, and household levels, remains a critical challenge to achieving the objectives of the Jal Jeevan Mission. Recognizing the significance of addressing this issue, a *Zero Leakage Policy* has been formulated to ensure efficient water usage, minimize losses, and safeguard water resources.

The primary causes of water wastage are multifaceted and include:

i) Bursting or Deterioration of Pipes, Fittings, Seals

Ageing infrastructure and poor-quality materials lead to gradual corrosion or damage, causing leaks over time.

ii) Poor Installation Quality and Practices

Inadequate adherence to technical standards during installation often results in improperly sealed joints, misaligned pipes, and potential leakage points.

iii) Thermal Expansion and Contraction of Pipes

Variations in temperature cause expansion and contraction of pipes, leading to stress fractures and eventual water loss.

iv) Third-Party Damage

External factors such as construction activities, road works, or accidental digging frequently damage underground pipelines, contributing to water wastage

v) Poor Water Practices at the Household Level

Mismanagement, negligence, or lack of awareness among users regarding water conservation contributes to unnecessary wastage.

Policy Recommendations to Achieve schedule Leakage

To mitigate water wastage and achieve a zero-leakage system, the following measures are proposed:

1. Infrastructure Upgradation and Maintenance

1. Use high-quality materials for pipes (HDPE) and fittings.
2. Schedule regular inspections and maintenance to identify and address potential leakage points promptly.

2. Adherence to Installation Standards

1. Enforce stringent guidelines and best practices during the installation of water supply systems.
2. Train and certify technical personnel to ensure quality workmanship.

	3. Smart Monitoring Systems 1. Deploy IoT-enabled sensors and smart meters for real-time detection of leaks and anomalies in the water distribution network. 4. Community Awareness and Engagement 1. Conduct awareness campaigns on water conservation and responsible usage at the household level. 2. Encourage the reporting of leaks and wastage through dedicated grievance redressal mechanisms. 5. Penalties and Incentives 1. Introduce penalties for negligent practices leading to water wastage and incentivize households and communities adopting water saving measures. a. VDPs shall measure the losses of water supply on a monthly basis and maintain records. b. VDPs shall undertake a drive towards minimizing NRW so as to keep the losses below 20%. c. VDPs shall file a case against those using water sucking pumps from the water distribution network, those with unauthorized water connections, those tampering with water supply infrastructure and those engaged in stealing water. d. Up on payment of penalty amounts and other fees decided by the VDPs, water supply connections may be regularized and a written undertaking with regard to good behaviour in water discipline shall be taken from consumers / individual households. e. LPWD shall explore technology to detect and repair leaks promptly to reduce wastage of water.
6.2.6 Service Delivery: The service delivery conditions / standards for water supply at VDP level shall be as given in the column 2 of 3.1.1	a. LPWD (through desalination Plant) and VDP shall ensure that potable quality water is supplied to the island population. b. Duration of supply: LPWD shall supply desalinated water to OHTs on filling of collection sump on daily basis except during plant shut down for maintenance or any other unforeseen situations.

	c. Timing of water supply: Drinking water at island level may be supplied between 7.00 am & 9.00 am and 5.00 pm & 7.00pm (Timing of supply is subjected to the availability of desalinated water)
6.2.7 Quantity of supply standard:	a. For the islands Kavaratti, Amini, Minicoy & Agatti VDP has to supply available desalinated water as sufficient quantity of desalinated water in required service level is not available presently. The VDP can augment the quantity to the required service level after the installation of additional DESALINATION plants. b. For Androth Island VDP shall supply available desalinated water on completion of the ongoing DESALINATION plant. The VDP can augment the quantity to the required service level after the installation of additional DESALINATION plants. c. For Kalpeni & Bitra Islands, VDP shall supply desalinated water in the required service level as sufficient desalinated water is available. d. For the islands Kadmath, Kiltan & Chetlath VDP shall supply available desalinated water. e. VDPs shall enter into a MoU with LPWD for supply of water and payment of water charges as per tariff approved by SWSM Apex Committee and notified through Govt Order. (Annexure 4 – Bi party MoU)
6.2.8 Emergency response and Disaster resilience in water supply system:	An Emergency Response and Disaster Resilience Plan (ERDRP) for Water Supply Systems ensures continued access to safe drinking water during natural disasters such as droughts, flood and contamination incidents, infrastructure failures, other emergencies etc. This plan is to be developed by LPWD in consultation with VDPs and Lakshadweep Disaster Management Agencies. Key components of the Emergency Response Plan. A. Risk Assessment & preparedness. 1. Hazard Identification - Identity risks such as floods, water contamination or pipeline damage etc. 2. Vulnerability Mapping – Assess water treatment plants, OHTs etc prone to damage. 3. Stockpiling Emergency Resources – Ensure availability of sufficient buffer stocks, chlorine tablets, temporary storage tanks, equipment and generator backup for pump houses. 4. Training & Drills – Conduct community awareness programs and mock drills for emergency response.

	B. Immediate Response Actions. 1. Alternate Water Supply Arrangements. • Deploy Water tankers from buffer stocks. 2. Restoring Damaged Infrastructure. • Emergency repair of pipelines, pumps and storage tanks. • Deploying standby pumps and generators in case of power failure. • Coordinating with trained manpower for urgent repairs. • Set benchmarks for response times and to incidents for the duration required to restore full water supply services. 3. Water Quality Monitoring Contamination Control. • Immediate testing for Bacteriological and Chemical Contamination in case of floods or sewage leakage. • Disinfection of Water sources using Chlorination. • Issuing advisories to boil water before use, if contamination is suspected. C. Communication and Co-ordination. 1. Early warning system. • Setting up SMS alerts, WhatsApp groups and VDPs notice boards for timely updates. 2. Co-ordination with Government Departments. • Involving VDPs, LPWD, District Magistrate/BDO/Police Authority/ Disaster Managements Department for co-ordinated relief efforts. • Administrative oversight to check and balances to maintain the integrity and efficiency of operation. 3. Community Involvement. • Setting up community water distribution points in affected areas. D. Disaster Resilience Strategies for Rural Water Supply. 1. Infrastructure strengthening. • Water Conservation techniques to reduce wastage/storage. E. Institutional and Policy Framework. 1. Roles and Responsibilities. • VDPs-Local level coordination, emergency water distribution.
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	• PWD- Infrastructure maintenance, water quality control. • PWD shall ensure sufficient quantity of potable water is available in OHTs as buffer stock during natural calamities.
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6.3 Finance Management in O&M

The Lakshadweep Administration is committed to ensuring the financial sustainability of piped drinking water supply systems through a balanced approach that combines Government support with recovery of an appropriate portion of operation and maintenance (O&M) expenditure from users. Considering the unique dependence of Lakshadweep on desalinated seawater and the substantially higher cost of water production, the Administration shall continue to provide financial support while promoting efficient water use, responsible consumption and community participation through a rational water tariff framework.

The State Water and Sanitation Mission (SWSM) Apex Committee shall be the competent authority for approval and periodic review of the water tariff. The tariff shall be implemented through Government Orders issued by the Lakshadweep Public Works Department (LPWD) and shall be applicable to all piped water supply schemes in the Union Territory. The tariff shall be periodically reviewed considering operational expenditure, inflation, energy costs, service levels, consumer affordability and other relevant factors.

Currently cost involved for operation and maintenance of assets such as Desalination plants, Over Head Tanks, Sumps are met by the LPWD through state budget provision. Initially in order to ensure financial viability of water supply schemes, recovery of O&M cost (distribution) are to be facilitated through the user charge collection supplemented by Finance Commission Grants (if applicable). Revenue generation ensure that user fees are sufficient to cover O&M cost of distribution (Cost towards remuneration of meter readers, plumbers and minor repair for O&M of distribution) while promoting financial sustainability of water supply services. Shortfall in the O&M cost of water production shall be met from the State budget. The Administration shall progressively strive for full recovery of O&M costs through user charges by undertaking periodic revisions of the water tariff, based on affordability considerations.

Table 3: Implementation strategy-Finance Management for SVS and IVDN

Policy Statement	Strategy for Implementation
6.3.1 Water Tariff and user Charge: SWSM Apex Committee has approved water tariff for all categories (domestic/institutional/commercial) VDP shall collect the approved user charges and remit or retain the revenue in accordance with Government Orders.	a. The approved water tariff shall be applicable to all piped drinking water supply schemes operated under the Jal Jeevan Mission and other Government water supply programmes in the Union Territory of Lakshadweep. Billing shall be based on the approved tariff and fixed monthly charges as specified in Annexure-2 . b. The approved tariff shall consist of volumetric user charges and fixed monthly charges, as notified from time to time. c. Billing and collection of user charges shall be undertaken by the respective Village Dweep

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	Panchayats (VDPs) in accordance with the approved tariff and the provisions of this Policy. The tariff schedule shall be reviewed periodically by the SWSM Apex Committee and any revision shall be notified separately. d. Details of population growth shall be provided by VDP to LPWD, for Augmentation of treated water requirement. e. The water tariff for Consumers with regard to supply from Storage tanks of LPWD will come into immediate effect with the notification of O&M policy.
6.3.2 Payment of Water Tariff to VDP: VDP shall collect water tariff from consumers and maintain proper accounts of receipts	a. The revenue collected shall be retained and remitted in accordance with the financial arrangements notified by Government. Village Dweep Panchayats shall ensure timely accounting, reconciliation and reporting of all receipts to LPWD.

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6.3.3 Billing and Revenue Collection: VDP will follow a monthly cycle for billing and collection. Billing shall progressively migrate to the Dweep Jal Portal once operational.	a. The Village Dweep Panchayats (VDPs) shall be responsible for preparing consumer bills, collecting user charges, issuing receipts, maintaining billing and collection records and remitting the collected revenue in accordance with the procedures prescribed by LPWD. Consumer billing shall be based on metered consumption wherever functional water meters are available and on such alternative methodology as may be approved by LPWD where metering is temporarily unavailable. b. Billing and collection activities shall be undertaken either manual/digital platform approved by the Administration to ensure transparency, accountability and efficient financial management. c. VDP shall facilitate measurement of water consumption at the domestic and Non-domestic water connections through Meter reader/Self Help Group/ASHA worker designated as Sujalam Shakti group.
6.3.4 Penal Charges for Consumers: VDP shall impose a penal charge on consumers within the VDP if the consumer delays payment of water charges by the stipulated date.	a. VDP shall impose a penal charge on consumers if the latter delays payment of water charges. b. The penalty charges will be as follows - b.i. 2% of the due amount per month of delay after the due date. c. Disconnection of water connection after three months of non- payment without prior notice. d. Penalty rates may be revised by Government Order.

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6.3.5 Annual O&M Budget:	a. A dedicated revolving fund shall be maintained by the VDPs for meeting the recurring O&M Cost. The fund shall be credited with receipts from water user charges, fixed charges, penalties and other approved sources of revenue. b. The annual O&M budget shall assess the estimated expenditure and anticipated revenue from user charges. Any deficit between the approved O&M expenditure and the revenue generated shall be met through budgetary support from the administration to ensure uninterrupted water supply services. c. The administration shall periodically review water tariffs and other revenue enhancement measures with the objective of progressively improving O&M cost recovery while ensuring affordability for consumers.
6.3.6 Financial Audit:	a. Village Dweep Panchayats shall maintain proper accounts of Government grants, user charge collections and expenditure incurred on operation and maintenance of water supply schemes. Financial records shall be maintained in accordance with Government financial rules and shall be subject to internal audit and such other audit as may be prescribed by the competent authority.
6.3.7 Periodic Review:	a. The State Water and Sanitation Mission (SWSM) Apex Committee shall review the water tariff periodically taking into account operation and maintenance expenditure, energy costs, inflation, consumer affordability, service levels, technological improvements, water conservation objectives and feedback from consumers and VDPs. Based on such review, the SWSM Apex Committee may recommend revision of tariff, which shall be notified separately by the Lakshadweep Public Works Department through Government Orders.

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6.3.8 Financial Sustainability:

- a. The Administration recognises that the cost of production of desalinated drinking water in Lakshadweep is substantially higher than that of conventional water supply systems due to energy-intensive desalination processes, island logistics and maintenance of specialised infrastructure.
- b. Approved water tariff shall facilitate recovery of an appropriate portion of the operation and maintenance expenditure relating to the distribution system, the Administration may continue to provide budgetary support for operation and maintenance of desalination plants, transmission systems and other common infrastructure in the larger public interest. The level of Government support shall be reviewed periodically by the State Water and Sanitation Mission (SWSM) Apex Committee to ensure long-term financial sustainability of drinking water services.

6.4 Staffing, Capacity Building, IEC and Community Mobilization

The development and empowerment of human resources are critical components in the successful operation and maintenance (O&M) of water supply schemes. Skilled human resources for the Operation and Maintenance (O&M) of Rural Piped Water Supply Systems play a pivotal role in ensuring the functionality and sustainability of these systems. It aims to build local capacity, provide sustainable employment opportunities, and enhance service delivery efficiency.

As part of the skilling of human resource under Jal Jeevan Mission, LPWD has trained 225 Nos ITI qualified candidates (Plumber/Electrician/mason) for the basic skill complying the NJMP guidelines for considering them as Nal Jal Mitras and training certificates also have been distributed. These Nal Jal Mitras can be engaged by the VDPs to respective islands for skilled work in the distribution. Further VDPs shall ensure supply of standard O&M toolkits and protective equipments to the operator/Nal Jal Mitra.

To ensure the women participation, 50 ASHA workers across the islands have been given training to test the water quality using Field Test Kit (FTK). The trained ASHA Workers shall constitute the Sujalam Shakti Groups at the island level and shall be periodically provided refresher training (NSQF Level 1) Field Test Kits, reporting formats and awareness materials by LPWD to strengthen community-based water quality surveillance.

Skilling Strategy:

- i. Government supported skilling programs under Jal Jeevan Mission (JJM), Nal Jal Mitra Programme (NJMP).
- ii. Collaboration with ITI's, polytechnics for technical trainings.
- iii. On-the-job training and mentoring by experienced technicians.
- iv. Exposure visits to well-functioning water supply schemes for best practice learning.

Table 4: Implementation strategy- Staffing, Capacity Building, IEC and Community Mobilization for SVS and IVDN

Policy Statement	Strategy for Implementation
6.4.1 VDP level Training programmes: VDP shall facilitate training of all local level staffs and Meter reader in operation and maintenance of water supply schemes with the support of LPWD and ITI	a. Local level staffs will participate in training events organized by VDPs with the support of LPWD/ITI b. VDP level trainings and IEC campaign shall focus on the local polity, elected members of VDP, former members of VDP, local political leaders, all officials of VDP and other related departments, local leaders, opinion makers and selected volunteers c. Training shall also be extended to: (1) Operation and maintenance staff (Operator) (2) Technicians such as plumbers, electricians, fitters and (3) VWSC members. d. Facilitate training and awareness programs for local authorities and community members on the legal aspects of

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	water supply management, thereby empowering them to effectively navigate and uphold the regulatory framework. e. Refresher training shall be conducted every three years.
6.4.2 IEC and Community Mobilization: VDP shall do the needful to mobilize community for achieving 100% FHTCs, habitual payment of O&M (water) tariff, disciplined use of treated water and metered consumption of water at the consumer levels.	a. Implement an IEC campaign in partnership with IPR and LPWD b. Plan and implement a saturation campaign for FHTCs, metered consumption of water and regular payment of water tariff through Household visits, baseline data collection, communication of key messages and getting the household to agree on transparent and disciplined use of water. c. Objective of IEC campaign is also to achieve: (1) build awareness on rainwater harvesting and conjunctive use of water sources; (2) mobilize communities for participatory management of operation and maintenance.
6.4.3 Jal Arpan: Community participation programme during commissioning and handing over of water supply schemes.	a. Jal Arpan shall mark the formal transition of a rural water supply scheme from completion and commissioning to community-managed operations and maintenance. b. This process shall mark the comprehensive Water supply scheme handover to the VDPs as prescribed in the process shall be undertaken after successful 15 days of trial run and compliance with prescribed water quality standards and as per Standard Operating Procedure (SOP) for Handing Over Piped Water Supply System from PWD, to Village Dweep Panchayat and shall signify the commencement of routine O&M responsibilities.

6.4.4 Jal Utsav: Annual island-level water conservation and community awareness campaign	a. Jal Utsav may be organised periodically or aligned with key milestones in scheme operation, with due engagement and consultation of local anchors from community, VWSC members, and PRI functionaries. b. Jal Utsavs shall function as a recurring engagement mechanism that sustains community attention, reinforces accountability and complements routine IEC activities during the operational life of water supply schemes.
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6.5 Governance and Institution

Table 5: Implementation strategy-Governance and Institution for SVS and IVDN

Policy Statement	Strategy for Implementation
6.5.1 Decentralized service delivery and O&M: VDP is primarily responsible for distribution of water to households	a. Necessary Govt orders are to be issued
6.5.2 Staffing Pattern: VDP may implement the staffing pattern as recommended in the O&M Policy. VDP will recruit and appoint staff to operate, maintain and manage distribution network subject to and in strict adherence to the staffing pattern as per the guidelines in the O&M Policy.	a. VDP shall lead the staff recruitment process with the support of the VWSC. <u>Criteria</u> 1. Island Upto 1000 households (HH) - 1 meter reader 2. Island upto 2000 HH -2 3. HH >2000 – 3 b. Staff at VDP level operating and maintaining distribution network shall report to respective VDPs. c. The Executive Officer shall maintain attendance details for water supply staff with relevant rules for supervising and managing staffs engaged. d. The Executive Officer shall insist on work reports from the staff engaged in water supply sector e. LPWD shall develop mobile application for user fee collection.

6.5.3 Gram Sabha Meetings and Community Consultations: Community consultations shall be held at Gram Sabha meetings at least annually and feedback received from Gram Sabha shall be considered by the VDP and VWSC in the operation, maintenance and management of water supply	a. Water Supply shall be included as an Agenda item in all Gram Sabha Meetings.
6.5.4 Grievance Redressal Mechanism (GRM): VDP shall partner with LPWD in addressing grievances and complaints.	a. A well-structured grievance redressal mechanism.(GRM) is crucial for ensuring accountability, responsiveness and effective resolution of complaints related to rural drinking water supply systems. The mechanism should be accessible transparent, time-bound and community-driven. b. VDP shall publicly exhibit contact numbers at prominent public locations in the Islands with appropriate messages for registering complaints. c. A toll free helpline/Centralized call centre for lodging complaint registers shall be explored by the VDP. d. Online portal: Dweep Jal, a web portal for new water connection has been developed by the LPWD- a direct channel for lodging complaints and seeking assistance for remedial measures. e. Direct contact with PWD office in the respective islands. <u>Grievance Redressal Process:</u> 1. <u>For Minor Maintenance Work- Responsible Authority- VDPs</u> <u>Level 1</u> Person Responsible –Chairperson/Executive Officer Responsibilities- Monitoring &Supervising Leakage / bursting repairs in distribution system, Checking valves, cleaning of water meters to ensure accurate readings, replacement of minor defective in the line (replacing taps, joints etc) Response Time –1 Hrs to 5 Hrs Escalation Time –If unresolved within 5Hrs escalate to Level 2

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	<u>Level 2</u> Person Responsible- Assistant Engineer, LPWD Response Time- 5Hrs to 10 Hrs Escalation Time – If unresolved within 10 Hrs escalate to level 3 <u>Level-3</u> Person Responsible- Executive Engineer, PWD Response Time- 10 Hrs 15 Hrs Escalation Time- If unresolved within 15 Hrs escalate to level 4 <u>Level-4</u> Person Responsible- Superintending Engineer, PWD Response Time- 15 Hrs 24 Hrs Escalation Time- If unresolved within 15 Hrs escalate to level 24 2. <u>For Major Maintenance Work- Responsible Authority- PWD</u> <u>Level1</u> Person Responsible – Assistant Engineer,PWD Responsibilities- Monitoring & Supervising major defects in the distribution system, replacement of valves/major diameter pipes, replacement of machineries in the desalination plants/electrical faults in the plants/replacement of cold water pipes and major components in the desalination plant. Maintenance of major assets such as OHTs/sumps etc Response Time – 24 Hrs Escalation Time – If unresolved within 24Hrs escalate to Level 2 <u>Level 2</u> Person Responsible- Executive Engineer, LPWD Response Time- 24Hrs to 36 Hrs Escalation Time – If unresolved within 36 Hrs escalate to Level 3 <u>Level 3</u> Person Responsible- Superintending Engineer, LPWD Response Time- 36Hrs to 48 Hrs
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	Escalation Time – If unresolved within 48 Hrs escalate to Level 4 <u>Level 4</u> Person Responsible- Secretary, LPWD Response Time- 48 Hrs to 72 Hrs If unresolved, they can escalate the grievance to district or state level authorities. Feedback is collected to ensure consumer satisfaction.
6.5.5 Citizen's Charter: To ensure transparent, accountable and citizen-centric delivery of drinking water services, the Lakshadweep Public Works Department (LPWD) shall notify and implement a Citizen Charter for Drinking Water Services as provided in Annexure-3. The Citizen Charter shall prescribe the minimum service standards, water supply schedules, service delivery timelines, responsibilities of LPWD, Village Dweep Panchayats (VDPs), Village Water and Sanitation Committees (VWSCs) and consumers, complaint registration procedures, and grievance redressal mechanism for operation and maintenance of piped water supply schemes.	a. The grievance redressal process under the Citizen Charter shall be implemented in accordance with the Grievance Redressal Mechanism (GRM) prescribed under Clause 3.5.4, including the prescribed Escalation Matrix for both minor and major maintenance works. All grievances shall be registered, acknowledged, monitored and disposed of within the prescribed timelines, and unresolved complaints shall automatically be escalated to the next competent authority as specified therein. b. The Citizen Charter shall be displayed prominently at all LPWD offices, Village Dweep Panchayat offices, and shall also be made available through the authorized web portal. The Charter shall be reviewed periodically by the State Water and Sanitation Mission (SWSM) to improve service delivery, consumer satisfaction and accountability. c. LPWD and VDPs shall maintain a consumer feedback mechanism to assess the quality of drinking water services and identify areas requiring improvement. d. Information relating to scheduled water supply, planned maintenance, emergency shutdowns and water quality test results shall be displayed through notice boards, public announcements and digital platforms.
6.5.6 Technical backstopping by LPWD: VDPs may request for support from LPWD for resolving major technical, operational issues.	a. VDP shall request in writing for technical support with regard to Distribution of water supply to the households.

6.5.7 Roles and Responsibilities of VDP regarding Operation and Maintenance: Roles and Responsibilities of VDP with regard to Operation and Maintenance shall include the following.	a. Operate and maintain distribution of water supply from the storage tank to households. b. Billing, collection and finance management; c. Monitoring service delivery and regulatory oversight for distribution network. d. Monitor the functioning of VWSCs; e. Selection, training, placement, supervision and monitoring the performance of staffs engaged f. Coordination with LPWD g. Consult the Gram Sabha proposal to raise the tariff; h. Conflict Resolution at VDP level. i. Timely constitution of VWSCs j. Identify candidates for Nal Jal Mitra..Utilise trained Nal Jal Mitra candidate for repair and maintenance as and when required and fixation of their remuneration. k. VDP shall provide essential toolkits for NAL JAL MITRAS utilised for O&M
6.5.8 Command and control centre, monitoring performance	LPWD shall progressively strengthen digital management of drinking water supply systems through Dweep Jal Portal, GIS-based asset mapping, SCADA systems, smart metering, mobile inspection applications, digital maintenance registers and integrated management information systems to improve efficiency, transparency and decision-making. A Centralized Control Centre for managing the Drinking Water Supply System at the District Level in a technology driven hub that monitors, operates and optimizes water distribution. It ensures efficient resource allocation minimizes losses and improves service delivery. To achieve this, LPWD is establishing SCADA system in Island level through the Department of IT. The Command and Control Centers aim to: 1. Ensure uninterrupted water supply through real-time monitoring of water networks. 2. Detect and respond to anomalies, such as leakage, low pressure, or contamination promptly. 3. Enhance efficiency by leveraging data analytics for predictive maintenance and resource optimization. 4. Promote transparency and accountability in water supply operations. 5. Empower local governing bodies by providing actionable insights to improve service delivery. Key Components of a Centralized Control Centre.

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	1. Supervisory Control and Data Acquisition (SCADA). • Real-time monitoring of water treatment plants, OHTs, Sumps and pipelines. • Automated control of pumps, valves and distribution networks. • Live dashboards displaying critical such as water flow, pressure, quality metres and consumption trends 2. Smart-Meters & IOT Sensors: To track water consumption and leakage. 3. Grievance Redressal Mechanisms: To inform supply issues by the islanders. 4. Water Quality Monitoring: • Integration with Laboratories for real time water quality assessment. • Alerts for contamination or deviations from standards. 5. Energy and Cost Optimization: • Monitoring of power consumption of pumping stations. • Optimizing pumping schedules to reduce electricity cost.
6.5.9 Legal and Regulatory Framework	a. The Lakshadweep Public Works Department (LPWD) shall be the nodal technical agency responsible for production, transmission and quality assurance of desalinated drinking water, while Village Dweep Panchayats (VDPs) shall undertake distribution and consumer service responsibilities in accordance with this Policy and the Memorandum of Understanding executed with LPWD. b. All drinking water supplied under this Policy shall conform to the latest Bureau of Indian Standards (BIS IS 10500) specifications for drinking water quality, as amended from time to time. LPWD shall undertake periodic water quality monitoring through departmental laboratories and Field Test Kits in accordance with the prescribed protocol. c. Operation and maintenance of desalination plants, overhead reservoirs, transmission systems, distribution networks, consumer metering and billing shall be carried out in accordance with Government Orders, Standard Operating Procedures (SOPs), technical manuals and departmental instructions issued by the competent authority. d. Water tariff, billing, collection, accounting, financial reporting and audit shall be regulated in accordance with

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	the decisions of the State Water and Sanitation Mission (SWSM), Government Orders issued by the Administration and the financial provisions contained in this Policy. e. All stakeholders shall comply with applicable environmental laws and guidelines relating to seawater abstraction, desalination plant operations, brine disposal, coastal ecosystem protection, waste management and disaster management to ensure environmentally sustainable operation of drinking water supply schemes. f. LPWD and VDPs shall ensure compliance with the Citizen Charter, Grievance Redressal Mechanism, service delivery standards and institutional responsibilities prescribed under this Policy. g. Unauthorized water connections, meter tampering, illegal abstraction of water, damage to water supply infrastructure, wastage of treated water and other violations shall attract appropriate action in accordance with the provisions of this Policy, Government Orders and other applicable laws. h. LPWD shall periodically review Government Orders, technical standards, service delivery protocols and operational procedures to ensure continued compliance with the latest guidelines issued by the Government of India and the Lakshadweep Administration. i. The State Water and Sanitation Mission (SWSM) shall periodically review the implementation of the legal and regulatory framework and recommend amendments to Government Orders, Standard Operating Procedures and this Policy whenever considered necessary.
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7 CHAPTER IV – ANNEXURES

7.1 Annexure 1: Protocol for Water Quality Monitoring

Table 6: Parameters for assessing water quality at island OHT

No	Parameters	Description
1	Potable Water quality standards	At Village/island OHTs or at end users: 100% samples should conform to the acceptable limit of BIS 10500: 2012, or as specified by LPWD and as amended for basic water quality parameters: pH value, TDS, Turbidity, Chloride, Total alkalinity, Total hardness, Sulphate, Iron, Total arsenic, Fluoride, Nitrate, Residual chlorine Total coliform bacteria and E. Coli or thermo tolerant coliform bacteria, other than where the Emergency Response Plan is triggered.
2	Measured By	Frequency of testing daily basis before being supplied.
3	Water Quality Testing Protocol	1. LPWD shall ensure the quality of water stored in OHT/delivery points are of prescribed limit of BIS 10500: 2012 before supply. 2. Random sampling and testing of delivery points using FTKs/laboratory facility. 3. Public Display of water quality test results at Desalination plants site. 4. Uploading results on digital Dashboard.

7.2 Annexure 2: Approved Water Tariff for Piped Drinking Water Supply Systems in Lakshadweep

The following water tariff and consumer service charges shall be applicable for all piped drinking water supply connections in the Union Territory of Lakshadweep. The tariff is based on monthly water consumption recorded through the consumer water meter. In addition to the volumetric tariff, a fixed monthly charge shall be levied for each active connection.

A. Domestic Consumers

Monthly Water Consumption	Applicable Tariff
Up to 3 kL/month	₹40 per kL
Above 3 kL/month	₹80 per kL
Fixed Monthly Charge	₹10 per connection per month

B. Institutional Consumers

Monthly Water Consumption	Applicable Tariff
Up to 3 kL/month	₹100 per kL
Above 3 kL/month	₹200 per kL
Fixed Monthly Charge	₹20 per connection per month

C. Commercial Consumers

Monthly Water Consumption	Applicable Tariff
Up to 3 kL/month	₹150 per kL
Above 3 kL/month	₹300 per kL
Fixed Monthly Charge	₹30 per connection per month

Consumer Service Charges

Service	Domestic	Institutional	Commercial
Application Form Fee	₹500	₹500	₹500
Security Deposit	₹1,000	₹1,000	₹1,000
New Connection Charge	₹50	₹100	₹100
Name Change Charge	₹50	₹100	₹100
Reconnection Charge	₹100	₹100	₹100

Notes

Water consumption shall be calculated on the basis of monthly meter readings.

Volumetric tariff shall be charged according to the applicable consumption slab.

The fixed monthly charge shall be payable irrespective of water consumption.

Security Deposit is refundable subject to settlement of all outstanding dues and applicable rules.

All charges are subject to revision by the competent authority from time to time.

7.3 Annexure: 3 Citizen's Charter for Drinking Water

Introduction:

The Lakshadweep Public Works Department (LPWD), in collaboration with the Village Dweep Panchayats (VDPs), is committed to providing safe, adequate, reliable and sustainable drinking water services to all consumers under the Jal Jeevan Mission. This Citizen Charter sets out the standards of service, responsibilities of service providers and consumers, grievance redressal mechanism and timelines for delivery of services to ensure transparency, accountability and citizen-centric governance.

Service standards:

LPWD shall endeavour to provide drinking water services in accordance with the following standards

- Supply of potable drinking water conforming to BIS 10500 standards.
- Supply of water through Functional Household Tap Connections (FHTCs) as per the approved service level for Lakshadweep (18 LPCD)
- Regular monitoring of water quality through laboratories/ Field Test Kits.
- Preventive operation and maintenance of desalination plants, transmission mains, overhead Tanks and distribution networks.
- Periodic maintenance of consumer water meters.
- Timely repair of breakdowns to minimise interruption in water supply.
- Promotion of water conservation and reduction of non-revenue water.

Water Supply Timings:

Water shall be supplied according to the schedule notified by LPWD for each island, depending upon

- availability of desalinated water
- storage capacity
- maintenance requirements
- emergency situations.

Any scheduled interruption in water supply shall, as far as practicable, be communicated to consumers/public in advance through appropriate communication channels.

Complaint Registration:

Consumers may register complaints relating to:

- interruption of water supply
- leakage in pipelines
- water quality issues
- damaged or defective water meters
- billing and tariff disputes
- any other water supply-related issues.

Complaints may be submitted through:

- Executive Officer of the respective VDPs
- Village Dweep Panchayat Office
- Telephone of the respective Panchayats will be incorporated in the Govt order.
- E-mail of the respective Panchayats will be incorporated in the Govt order.
- Online portal/mobile application (where available)

Every complaint shall be assigned a complaint number and recorded in the grievance register.

Service Delivery Timelines

Sl. No.	Service	Timeline
1	Acknowledgement of complaint	Within 24 hours
2	Restoration of minor leakage	Within 48 hours
3	Major pipeline repair	Within 72 hours, subject to availability of materials and weather conditions
4	Water quality complaint	Sample collection within 24 hours and corrective action within 72 hours
5	Defective consumer water meter inspection	Within 7 working days
6	Billing-related complaint	Within 7 working days
7	New water connection after approval	Within 15 working days
8	Restoration of supply after planned maintenance	As notified by LPWD
9	Emergency restoration after natural calamity	At the earliest possible time depending upon accessibility and availability of materials/equipments

Grievance Redressal and Escalation Matrix

Grievance Redressal Process:

1. For Minor Maintenance Work- Responsible Authority- VDPs

Level 1

Person Responsible –Chairperson/Executive Officer

Responsibilities- Monitoring & Supervising Leakage / bursting repairs in distribution system, checking valves, cleaning of water meters to ensure accurate readings, replacement of minor defective in the line (replacing taps, joints etc)

Response Time –1 Hrs to 5 Hrs

Escalation Time –If unresolved within 5Hrs escalate to Level 2

Level 2

Person Responsible- Assistant Engineer, LPWD

Response Time- 5Hrs to 10 Hrs

Escalation Time – If unresolved within 10 Hrs escalate to level 3

Level-3

Person Responsible- Executive Engineer, PWD

Response Time- 10 Hrs 15 Hrs

Escalation Time- If unresolved within 15 Hrs escalate to level 4

Level-4

Person Responsible- Superintending Engineer, PWD

Response Time- 15 Hrs 24 Hrs

Escalation Time- If unresolved within 15 Hrs escalate to level 24

2. For Major Maintenance Work- Responsible Authority- PWD

Level1

Person Responsible – Assistant Engineer, PWD

Responsibilities- Monitoring & Supervising major defects in the distribution system, replacement of valves/major diameter pipes, replacement of machineries in the desalination plants/electrical faults in the plants/replacement of cold water pipes and major components in the desalination plant. Maintenance of major assets such as OHTs/sumps etc

Response Time – 24 Hrs

Escalation Time – If unresolved within 24Hrs escalate to Level 2

Level 2

Person Responsible- Executive Engineer, LPWD

Response Time- 24Hrs to 36 Hrs

Escalation Time – If unresolved within 36 Hrs escalate to Level 3

Level 3

Person Responsible- Superintending Engineer, LPWD

Response Time- 36Hrs to 48 Hrs

Escalation Time – If unresolved within 48 Hrs escalate to Level 4

Level 4

Person Responsible- Secretary, LPWD

Response Time- 48 Hrs to 72 Hrs

If unresolved, they can escalate the grievance to state level authorities.
Feedback is collected to ensure consumer satisfaction.

Responsibilities of Consumers

Consumers shall:

- Pay the approved water tariff within the prescribed time
- use water judiciously and avoid wastage
- protect consumer water meters and service connections
- prevent unauthorized use
- promptly report leakages and water quality issues

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- provide access to authorised LPWD/VDP personnel for inspection and meter reading;
- comply with water conservation advisories issued by LPWD.

Responsibilities of LPWD

LPWD shall:

- ensure sustainable production and supply of potable water
- maintain desalination plants and water supply infrastructure in good operating condition
- monitor water quality regularly
- attend complaints within the prescribed timelines
- undertake preventive maintenance to minimise service interruptions
- periodically review service performance and consumer satisfaction.
- Facilitate periodic training, supply of Field Test Kits, technical guidance and monitoring support to Sujalam Shakti Groups for community-based water quality surveillance.

Responsibilities of Village Dweep Panchayats (VDPs)

The Village Dweep Panchayats (VDPs), in coordination with the Lakshadweep Public Works Department (LPWD), shall support the sustainable operation and maintenance of the piped water supply system by undertaking the following responsibilities:

- Facilitate implementation of the provisions of the Operation and Maintenance Policy at the village/island level.
- Coordinate with LPWD for timely reporting of leakages, breakdowns, water quality issues and other operational deficiencies.
- The Village Dweep Panchayats (VDPs) shall undertake consumer billing, collection of user charges, maintenance of billing and collection records, follow-up of outstanding dues and deposit of collected revenue in accordance with the approved water tariff, Government Orders and procedures prescribed by the Lakshadweep Public Works Department. VDPs shall maintain transparency in revenue collection and furnish periodic reports to LPWD.
- conduct awareness programmes on water conservation and consumer responsibilities
- Create awareness among consumers on water conservation, efficient use of potable water, sanitation, hygiene and protection of water supply assets.
- Encourage timely payment of water tariff and promote responsible use of water.
- Assist LPWD in dissemination of water supply schedules, planned maintenance shutdowns and emergency advisories.
- Participate in Gram Sabha meetings for review of drinking water services, consumer feedback and preparation of annual O&M plans.
- Facilitate constitution and effective functioning of the Village Water and Sanitation Committee (VWSC) in accordance with the O&M Policy.
- Support water quality surveillance through community participation and facilitate Field Test Kit (FTK) testing, wherever applicable.
- Assist LPWD during emergencies, natural disasters and restoration of water supply services.

- Monitor service delivery at the island level and communicate community concerns to the appropriate LPWD authorities for timely resolution.

Consumer Feedback

Consumers are encouraged to provide suggestions for improving drinking water services. Feedback received shall be reviewed periodically by LPWD for continual improvement in service delivery.

7.4 Annexure:4 Note on Metering

Introduction: Management of water distribution system requires metering to measure quantity of water used. Flow meters are used to measure the quantity of water and therefore, metering fulfils the need to get accurate data on the quantity of water produced and distributed. A well-placed metering system in the water distribution network shall also assist in identifying water loss and leakage. A tariff policy cannot be implemented without a well-established metering system, which will modify consumer behaviour with regard to judicious use of water. Several types of water meters are currently available in the market. However, the choice of the type of meter depends on the accuracy requirements, the required flow rates, the end-user, and the flow measurement method. In the context of the O&M policy, it is recommended that multi-jet water meters are used at the domestic consumer level.

Water Meter Reading: A standard water meter uses two common types of registers - straight and circular - to read the flow of water in cubic meter or litres. The registers can be observed on the surface of the meter. The straight registers can be read like an odometer in a car. On some larger meters, a multiplier will be present on the register face, which can be noted as 10X, 100X, or 1000X based on the size of the meter. Circular registers, on the other hand, are more complex to calculate water usage. They employ a series of dials marked with divisions of ten. There are several ways of reading the water meter, which includes: (1) Direct reading; In the context of the current O&M policy, this note is prepared on the assumption that direct meter reading shall be the method used for meter readings at domestic consumer end.

Relevance of Metering: Metering is relevant on the grounds of: (a) to reduce water loss; (b) to facilitate judicious use of water and (c) to enhance revenue for the Water Utility. Advantages of installing domestic consumer level water meters include: (a) improved willingness to pay for water consumed; (b) improves the revenue of the Water Utility; (c) enhances equity in water distribution; (d) enhances consumer accountability; (e) enhances accountability of the water service provider and (f) enhances knowledge on the impact of the water supply system.

Guidelines on Domestic Water Metering: Domestic water meters are installed to measure water consumption at the level of households or other consumers.

Table 7: Guidelines on Domestic Water Metering

Criteria	Description
Domestic Water Metering	
1) Location of Domestic Water Meters	a. Domestic water meters shall be installed at a suitable location in the consumer premises, which can be accessed by the Meter Reader to take measurements of water consumption.
2) Cost sharing for Domestic Water Meters- purchase and installation	a. Price of Meter, installation charges including cost of accessories shall be borne by LPWD. Repair and replacement of meters shall be the responsibility of the VDPs. (repair / replacement charge may be claimed from consumers by VDP)
3) Procurement and specification of Domestic Water Meters	a. The specifications and guidelines for the quality of consumer water meters shall be as per BIS guidelines. b. Domestic Water Meters shall be installed with a proper protection chamber / encasing of connection joints crossing the gutters.
4) Roles and Responsibilities with regard to meter management and capacity building	
1) LPWD	a. Initial capacity building of VDP officials, members, volunteers etc. Services of Trained Technicians may be used for providing training.
2) Gram Panchayat	a. VDP shall follow a monthly billing cycle in which meter readings shall be taken and water charge bills shall be presented to consumers. b. Meter reading shall commence from the second month of installation of water meters and the Executive Officer, VDP shall engage suitable persons for taking meter reading. d. VDP shall seek a written signed legal undertaking from all consumer entities to the effect they shall not tamper with the meters and shall pay monthly water bills, as decided by the VDP for provision of water supply service. e. The written and signed undertaking also shall have a provision that consumer households are not allowed to install pumps or bypass the water meters in any manner. Unauthorized water tapping and tampering with the water meter shall attract heavy penalty, besides disconnection of water supply. f. Information on defective water meters shall be given to the VDPs as soon as it comes to the notice of the consumer or meter reader. g. The VDP is responsible for repair and replacement of a defective water meter and calibration of the water meter. h. VDP will get the meters repaired/reinstalled, as required, within a month of any meter becoming non-functional
..	

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	i. Capacity of the concerned employees with regard to metering should be built through training and IEC.
3) Consumers	a. The Consumer shall permit meter reader to take the reading. b. Meter Reading as far as possible shall be taken in the presence of the consumer or his/her representative. c. The consumer shall report to the Executive Officer/ VDP member if there is any misbehaviours from the part of the Meter Reader including asking for considerations or favours. d. The consumer shall maintain and upkeep the meter in good working condition and shall not tamper the meter or its accessories in any manner. e. The consumer shall pay penal charges as decided by the VDP in case there is any incidence of meter tampering. VDP can decide to disconnect water supply, if the consumer has made serious violations with regard to water use, mismanagement of meter, unauthorized tapping, using illegal devices such as water sucking pumps at the pipe network, theft of water, or any action that will disturb equity and equilibrium of water distribution. f. The consumer has a right to get official printed receipts or signed receipts (in case of manual billing) for water charges paid to the meter reader or the VDP. g. The consumer shall safe keep the water charge receipts for a month at least.
4) Grievance Redressal Mechanism- (GRM) Metering	a. The VDP shall facilitate the consumer to join the Grievance Redressal Mechanism facilitated by VDPs/LPWD. VDPs/LPWD shall introduce a dedicated telephone number for raising complaints and will have to widely publicize the number so that the public can use the number to raise the complaint. The consumers shall be educated and informed on grievance redressal system. The consumers should be informed about the penal provision for tampering of meters. Consumers may be allowed to raise complaints through telephone, SMS, Social Media such as WhatsApp, direct oral complaint to the VDP or record the complaint with contact details in a complaint book available at the office of the VDP.

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5) Meter reading responsibilities	a. The VDP shall appoint individuals of either gender to undertake meter reading. Such meter readers shall be trained in reading the meter, inspection of meter, installation and repair of meter., the staffs also may be trained in meter reading and given the task of visiting consumer connections and taking readings. Collation of meter reading, invoicing and collection are accordingly the responsibility of the VDP for the domestic and non-domestic category of consumers.
6) Meter Reading, Billing Cycle and Spot Collection.	a. Authorized and duly trained Meter Readers alone shall be allowed to read water meters and record data on water consumption. Meter reading shall be done in the presence of the household representative to the extent possible. b. Meter Reading shall commence on the 1st of every month for the previous month. c. The Meter Reader shall close Meter Reading by 20th of every month for the previous month. d. Meter Readers shall be paid at par with unskilled category. e. If the water meter is not functional on the date of meter reading, the meter reader shall provide a bill equivalent to the amount of the previous month and the consumer shall take necessary action to make the water meter functional. The Meter Reader shall raise a complaint at the GRM with regard to the defunct water meter, including details on the consumer.

7.5 Annexure 5: Memorandum of Understanding (MoU) Between respective Assistant Engineers, LPWD and Village Dweep Gram Panchayath on Community Ownership for Effective Management and Operation & Maintenance in Piped Water Supply Schemes at..... Islands Lakshadweep

The Ministry of Jal Shakti, Govt. of India Initiated Implementation of Jal Jeevan Mission (JJM) to address Continuous Drinking Water Security as a rural aspiration and JJM mandated efforts are being materialised in Lakshadweep by Public Works Department, LPWD, U.T of Lakshadweep to cover all rural house hold with such aspiration so that all households have access to piped water supply in adequate quantity (18:55 LPCD) with home based tap connection providing safe drinking water throughout the year, that meets prevalent national drinking water standards.

The key objective of Jal Jeevan Mission is to ensure no household/public institution is left behind from assured tap water supply and also to facilitate with safe drinking water supply in adequate quantity (18:55 lpcd) of prescribed quality (BIS:10500), 2012 on regular and long-term basis. For this purpose, the proposed implementation module invites upfront involvement of the respective community on ownership as well as necessary operation and maintenance (O&M) with affordable service delivery charges.

The LPWD, being the nodal Department for the implementation of JJM in the Lakshadweep, has the basic mandate to create in-village water supply infrastructures in the form of Piped Water Supply Schemes (PWSS). After creation and ensuring functionality of PWSSs, necessary focus should be on the much needed service delivery and to ensure that water supply schemes remain functioning properly and lasts its full design period. For that purpose and as per JJM mandate, the Panchayati Raj Institutions (PRIs), i.e. every GP/VDPs will function as legal entity as envisaged in the 73rd Amendment to the Constitution. Accordingly, the JJM Operational Guidelines outlined the process as such that there will be a close coordination between the PRIs and PWD to ensure O&M arrangements for all Rural Pipe Water Supply Schemes.

The MoU will be executed for formal handing over the Public Water Supply Schemes (Distribution) by the respective Assistant Engineer, LPWD Sub-Division, to VDPs at the same instant the document regarding Memorandum of Understanding (MoU) for entrusting the O&M activities by VDPs

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Memorandum of Understanding (MoU) is entered on..... day
of.....20... between:

This deed in the form of agreement is made and entered on the _____ (Date) day of
_____ (Month) _____ (Year)

Between

LPWD (Lakshadweep Public Works Department, UTLA), represented by
_____ of the first part,

And

_____ Village Grama Panchayat (hereinafter referred to as VDP) and represented by
Panchayat Executive Officer Of _____ (Name of VDP) of the second part,

Whereas

1. The Union Territory of Lakshadweep Administration has taken a policy decision to saturate the entire Lakshadweep with Household Tap Connection , using own resources as well as that of the Government of India under Jal Jeevan Mission and provide potable drinking water to all households. Gram Panchayat is mandated to be responsible for operating and maintaining water supply distribution from the storage tank to households within its geographical limits. VDP receiving water from LPWD shall enter into an Agreement for drawal and distribution of water. This agreement is for administering and managing water supply and distribution at the level of VDPs drawing water from storage tanks

Now therefore the parties hereby agree as follows:

Water Utilities

1. LPWD _____ Sub Division shall produce and store potable water in to OHT and supply to _____ (Name of VDP) as per the capacity of desalination plants.
2. LPWD _____ Sub Division shall ensure that the water supplied to _____ VDP is of potable quality and maintains quality standards prescribed by BIS 10500.
3. Volume of water supplied by the LPWD _____ Sub Division shall be confirmed by the _____ VDP either on daily basis.
4. LPWD _____ Sub Division shall notify _____ VDP in advance in case there is likely to be any disruption of water supply or down time due to any reason.
5. VDP shall measure the quantity of water drawn from the OHT and consumption using water meters provided by LPWD _____ Sub Division.

Lakshadweep Public Works Department (LPWD)

1. LPWD shall supply potable water to OHT for _____ VDP (Name of VDP) for distribution

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2. LPWD shall ensure that the water supplied to _____ VDP is of potable quality and maintains quality standards prescribed by BIS 10500.
3. Volume of water supplied by the LPWD to OHT shall be confirmed by the _____ VDP on daily basis.
4. LPWD shall raise a bill for water supplied to _____ VDP as per this agreement, on the basis of tariff rate fixed by SWSM.
5. LPWD _____ Sub Division shall notify _____ VDPs in advance in case there is likely to be any disruption of water supply or down time due to any reason.
6. LPWD and -----VDP agrees to a district level conflict resolution cell, consisting of CEO- District Panchayat and SELPWD. District Collector shall act as the district level Arbitrator in the event the district level conflict resolution cell is not able to resolve conflicts among parties of the agreement.
7. LPWD shall measure the water stored/produced in the desalination plant on daily basis.
8. LPWD shall device and prepare formats for collection of data on consumption of water and provide the same to the VDPS.

Village Dweep Gram Panchayats (VDPs)

1. _____ VDP getting water from Water Utility agrees to pay for the water on a volumetric basis to LPWD at a tariff rate as fixed by SWSM vide the O&M policy 2023 or as per provisions of Government Order if any
2. _____ VDP agrees to depute its representative for confirming the measurement of water consumed at Water Meter point.
3. _____ VDP shall operate and manage the distribution system at Household level. All complaints and grievances within the island shall be taken care of by the VDP.
4. Ensure the presence of VDP level staffs while recording the Water Consumption in kL (OHT) in the Log Book Format.

Witness

Signature

Name 1) Name-----/ Signature
Representative of First Party (LPWD)

Signature

Name 2) Name-----/ Signature
Representative of Second Party (EO- VDP)

7.6 Annexure: 6 Standard Operating Procedure (SOP) for Handing Over Piped Water Supply System from PWD, to Village Dweep Panchayat

1. The objective of this SOP is to ensure a smooth and systematic transfer of the rural piped drinking water supply schemes from the Government to the Panchayat Raj Institution (PRIs) for local management, operation and maintenance.
2. Scope – The SOP applies to all rural piped drinking water supply schemes developed and implemented by the Government, which are to be handed over to PRIs as part of decentralized governance and community participation as per Jal Jeevan Mission Operational guidelines published in the year 2019 by the Government of India.
3. Process for Handover.
 - A. Pre-Handover preparation.
 - I. Identification of Scheme:
 - Prepare Water Supply System in respective islands that are functional and ready for handover (Distribution part)
 - II. Stakeholders Consultation and Training:
 - Conduct meetings with PRI representatives, Gram Panchayat (GP)/and Village Water & Sanitation Committee (VWSC).
 - Explain roles, responsibility and financial implications of managing the water supply systems/schemes.
 - B. Technical and Financial Handover.
 - I. Asset Handover:
 - Prepare a detailed list of distribution network in all islands.
 - Conduct a Joint Inspection with VDP members and PWD representatives to verify pipelines and other assets involved in the distribution network for functionality before the final hand over.
 - Document the physical handover and takeover through signed reports.
 - II. Acceptance of O&M Policy.
 - Resolution of GP accepting the O&M Policy for Water Supply in Lakshadweep.
 - C. Capacity Building and Documentation.
 - I. Training & Skill Development:
 - Conduct hands on training session for GP/VC members on:
 - Pump Operation and maintenance.
 - Leak detection and repair.
 - Complaint handling and grievance redressal.
 - II. Preparation of Handover Documents:
 - Execute a formal Memorandum Of Understanding (MOU) between the PWD, and VDP (As per Annexure – A), detailing:
 - Responsibilities of the GP/VC in managing the scheme(s).
 - Role of LPWD in technical support and emergency assistance.
 - Tariff structure and financial sustainability plan
 - Issue an official Handover Certificate signed by both parties.

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III. Post-Handover support.

1. Monitoring & Evaluation:

- PWD should conduct periodic inspection to ensure proper functioning.
- VDPs should maintain records of water supply, tariff collection and maintenance activities on distribution lines.

2. Technical Assistance:

- VDP can seek support for major repairs.
- Social Behavioral Change Communication (SBCC) programme to the community.

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7.7 Annexure: 7 Log Book Format for recording Desalinated Water Consumption in kL (OHT Level)

Table 8: Log Book Format for recording Desalinated Water Consumption in kL

Year		Month		Name of Island-	
Name of Sub Division, LPWD				Location of OHT (Record Location using Geo Tracker App).	
Name of VDP-				OHT Number-	
Name of Habitation-				Signature / Initials of	
1	2	3	4	5	6
Date	Time of Reading	Water Meter Reading (kL)	Total Volume (kL)	Meter Reader	Junior Enggr/ Representative
1					
2					
3					
4					
5					
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					
18					
19					
20					
21					
22					
23					
24					
25					
26					
27					
28					
=sum(above)					

The quantity of water delivered to every OHT in islands must be monitored daily and maintained as per prescribed format (See Annexure 5). The water meter reading will be recorded daily by Operator Representative with date, time and volume supplied to OHT. The meter reading data shall be authenticated with the signature of Junior Engineer/Representative.

7.8 Annexure 8: Roles & Responsibilities of SWSM, DWSM, VWSCLPWD Officials, and other Departments

Table 9: Roles & Responsibilities of LPWD Officials, Other Departments

SWSM	1. To provide policy guidance and will be responsible for the overall planning, strategizing, and implementation of JJM in the State; 2. Responsible for finalization of State Action Plan (SAP) to provide FHTC to every households. 3. Decide/fix charges (water tariff/fixed charges/reconnection charge/security Deposit/additional charges if any/etc) for all categories. 4. Responsible for devolution of powers empowering VDP/ DWSM for management of in-village infrastructure, if notdone already
DWSM	1. Ensure preparation of VAP after taking stock of each islands for FHTCs; 2. Finalize a District Action Plan (DAP) to provide FHTC to every rural household/overall implementation.
VWSC	1. VWSC is a village level committee, constituted by the Gram Panchayat at the Village level or VDP level to coordinate, manage, operate and maintain water supply schemes and sanitation. 2. The Village Water and Sanitation Committee (VWSC) shall function as a Standing Committee of the Village Dweep Panchayat (VDP) and shall be notified by the competent authority. The VWSC shall be responsible for planning, maintenance of distribution line, tariff collection, and community participation.
AE- LPWD	1. Act as the first contact under technical backstopping for operation of desalination plant and distribution of water supply. 2. Manage O&M activities of all production & distribution of drinking water in the sub-division through the Contractor / Operator. 3. Ensure regular maintenance and functioning of desalination plant, Water Meters installed in OHTs 4. Monitor daily volume of water supplied to VDPs from OHTs 5. Report to EE and SE on the status of functioning of desalination Plant & FHTC, Total consumption, actual volume of water supplied 6. Maintain Asset Registers for water supply system. Maintain records of bills raised and payments made by LPWD.
Executive Engineer, LPWD	1. Review the billing/payment activities undertaken by AEs for sub divisions under their jurisdiction. 2. Review the monthly reports shared by AE on the O&M activities water supply system. 3. If any issues arises with regard to production/distribution, report to the Superintending Engineer.
SE- LPWD	1. Over all monitoring of water supply programme.

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Directorate of Panchayath	1. Coordinate with the VDPs and LPWD for the smooth operation and maintenance of water supply system. 2. Ensure capacity building of different stakeholders on their roles and responsibilities with regard to operation and maintenance. When elections are held to Panchayat every five years, the Directorate of Panchayath and LPWD shall jointly train, equip and build capacity of the newly elected VDP/VWSC to operate and manage the water supply distribution.
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7.9 Annexure 9: Note on Trainings at UT Level

Capacity building to Engineering staffs, laboratory staffs of LPWD and Panchayath are critical for the sustainability of water supply system. LPWD shall facilitate training of all officials of LPWD and Panchayath, focusing on water supply scheme management and O&M. Given below is a tentative training module at district and state level.

Table 10: Tentative training module at UT level

No	Training Event & For Whom	Duration	Training Content
1	Training of Master Trainers (ToT) (State level)	6 Days	1. Water Literacy 2. Water Supply and Sanitation Programs in India- A historical perspective 3. Water Resources Situation in Lakshadweep- 4. Water Quality Parameters- Physical/ Chemical and Bacteriological-Testing selected parameters using FTK- Theory and practical 5. Practical Project Management in the context of Water Supply Programmes in Lakshadweep. 6. Monitoring, Evaluation, Governance & Accountability; Baselines, Reporting and Documentation 7. Operation and Maintenance - Technical (Source and Infrastructure), Institutional, Finance, Staffing, Governance, Stakeholder Roles 8. Finance Management with regard to Operation and Maintenance 9. Role of Operator/ Contractor(desalination Plants)/(Distribution)
2	Training in O&M and Management for LPWD Engineers –	4 Days	1. Water Literacy- Water- Health Sanitation Linkages 2. Role of District and VDP level Stakeholders 3. O&M Budgeting 4. Metering 5. Billing and Collection Arrangements 6. Monitoring Performance of water supply system

Table 11: Reporting Format for Achievement under Training[illegible]

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7.11 Annexure 10: Consumer Bill Model- VDP Level**Table 12: Consumer Bill Format**

Bill Number	Date	Consumer Number			
Name and address of Consumer					
Consumer ID	Meter Number	Category of Consumer (Drop down list- Domestic/ Institutional/ Industrial)			
	Status	Reading taken/ Not taken			
Current	Date	Meter reading	Consumption in kL	Monthly water charge	
Previous				Additional amount	
Details of additional amount	Total amount				
Previous adjustment		Due date without Fine	-----		
Fine/ Penalty		Due date for disconnection			
Surcharge		Remarks			
Dues					
Meter rent					
Total additional amount		Signature of Meter Reader Name of Meter Reader			

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7.12 Annexure 11: Format for Annual O&M Budget at Village Dweep Panchayat (VDP) Level

Annual Budget for Operation & Maintenance of Village Distribution Network

Financial Year: _____

Island: _____ Village Dweep Panchayat: _____ LPWD Division: _____

Note: This budget shall cover only the O&M responsibilities assigned to the VDP. Major O&M of desalination plants, OHTs, transmission mains and capital replacement remain the responsibility of LPWD.

Table 13: Format for O&M budget at VDP level

Sl.No	Budget Head	Unit Cost/Month (₹)	Units	Annual Cost (₹)	Remarks
A	ESTIMATED EXPENDITURE				
A.1	Human Resources				
1	Meter Reader(s)				
2	Plumber / Nal Jal Mitra				
3	Valve Distribution Operator (if engaged)				
4	Billing / Consumer Service Support				
	Sub Total A.1				
A.2	Distribution O&M				
1	Minor pipeline leak repairs				
2	Valves, fittings, ferrules & clamps				
3	Consumer meter minor maintenance				
4	Minor tools & maintenance equipment				
	Sub Total A.2				
A.3	Administration & Consumer Services				
1	Printing of bills/receipts				
2	IEC & awareness				
3	Stationery				

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4	VWSC/VDP meetings				
	Sub Total A.3				
	TOTAL EXPENDITURE				
B	ESTIMATED RECEIPTS				
1	Water tariff collection				
2	Application fee				
3	New connection charges				
4	Name change charges				
5	Reconnection charges				
6	Security deposits				
7	Penalty / delayed payment charges				
8	Other receipts				
	TOTAL RECEIPTS				
C	SURPLUS / DEFICIT				
1	Net Surplus / (Deficit)				
2	Government support required (if any)				

8 CHAPTER V– Powers, Functions, Roles and Responsibilities of key stakeholders related to Operation and Maintenance of Water Supply Schemes

8.1 Village Dweep Panchayat:

The VDP shall be responsible for the distribution of safe drinking water to the entire households coming under its purview

8.2 Gram Sabha:

The Gram Sabha shall discuss the status of the distribution system, water supply service level, Quality, operation and maintenance, finance management and various other aspects relating to the water supply service. Annual statement of accounts of the SVS/IVDN shall be maintained by the Executive Officer and presented to the Gram Sabha. The Gram Sabha will elect such members of VWSC as per Government Order.

8.3 Gram Panchayat :

1. VDP is responsible for operation and maintenance of distribution of water to the population of the respective VDPs.
2. The VDPs shall process and recommend applications for new consumer connections in accordance with the procedures prescribed under this Policy. New connections shall be released by LPWD after technical feasibility and compliance with the applicable Government Orders. The applicant shall remit the prescribed application fee, security deposit, connection charges and such other charges as approved by the State Water and Sanitation Mission (SWSM) Apex Committee and notified by the Lakshadweep Public Works Department (LPWD).
3. Identify and authorize a qualified Nal Jal Mitra person to attend minor plumbing works.
4. The VDP may consider recommendations made by the Gram Sabha with regard to the operation, maintenance and management of water supply schemes.
5. VDP shall appoint staffs, train them as well as fix and pay salary/other admissible allowances to the staff. Guidelines issued by UTLA with regard to appointment of staff shall be strictly adhered to by VDPs. VDP shall facilitate the Executive Officer in determining qualifications, selection of staffs, and fixing remuneration. The VDP shall do the needful to relocate excess number of staffs as per the advice of the administration.
6. VDP shall prepare an O&M Plan including a Budget, considering annual income and expenditure of distribution system. The VDP shall review the budget for the operation and maintenance of water supply schemes in the VDP.
7. VDP shall be the first point of contact for distribution with regard to GRM (Grievance Redressal Mechanism), which is available for the use of consumers.
8. VDP is responsible for coordination of operation of distribution. .
9. VDP shall act as a forum for conflict resolution and hold discussions with the conflicting parties related to water supply activities.

- 10.VDP shall make arrangements and be responsible for monitoring the O&M of distribution.
- 11.VDP is responsible for meter reading, serve demand cum disconnection notice to the consumers, collection of monthly charges and issuing receipt for payment received.
- 12.VDP shall make arrangements and be responsible for accounting, bookkeeping and annual auditing of accounts of income and expenditure of the VDP.
- 13.The Gram Panchayat may, by itself or through practicing experts in the field undertake awareness and outreach programmes about O&M and management of water supply schemes.

8.4 Executive Officer:

Executive Officer (EO) is considered the authorized official, representing the VDP in all official transactions. Therefore, all functions of the VDP are deemed to belong to the EO for implementation. EO shall be responsible for the following functions and responsibilities related to Operation and Maintenance of water supply schemes in the respective islands.

1. Assist the Gram Panchayat and Village Water and Sanitation Committee in preparation of the budget for O&M of water supply schemes as a part of the Gram Panchayat Development Plan.
2. Provide information to the Gram Panchayat members/VDP on O&M of water supply schemes.
3. Supervise implementation, operation and maintenance of water supply schemes within the purview of the VDP.
4. Financial management and maintenance of records of the Operation and maintenance of water supply schemes, including review of accounts, resources, assets and systems.
5. Assisting the VDP and its committees in preparing reports and other documents evidencing status and progress of O&M of water supply schemes.
6. Prepare and update duties and responsibilities of staffs and direct staffs, operators and other water related workers.
7. Direct staffs to remove unauthorized and illegal consumer connections and implement penalty provisions for misuse and unauthorized supply of water including stealing of water. Develop regulatory measures for preventing unauthorized connections and water rationing as and when needed.
8. Facilitate collection of water tariff, maintenance of books of accounts, depositing cash in the Bank, presenting accounts at the VDP and Gram Sabha,
9. Facilitate new water supply connections after completing application procedures.
10. Monitor performance of Operation and Maintenance staff.
11. Maintain regularly, accounts and records of operation and maintenance expenditure as well as prepare the income and expenditure statement of Operation and Maintenance and to inform the VDP and Gram Sabha through reports.
12. Plan and implement training for members of the staffs and including VDP members in operation and maintenance of the water supply and sanitation facilities in the village.

13. Confirm the water consumption data at the island Level OHTs in the VDP and counter sign the monthly consolidated data sheet.
14. Any other role and/or responsibility as may be directed as per applicable laws by higher authorities.

8.5 State Water and Sanitation Mission (SWSM)

SWSM is a State level institution headed by Chief Secretary with Principal Secretary / Secretary, PWD as Member Secretary and Superintending Engineer, PWD as Mission Director is responsible for implementation of Jal Jeevan Mission (JJM) in the state. SWSM has Apex Committee and Executive Committee with the following composition. The Apex Committee will meet twice a year.

SWSM Apex Committee.

Sl No	Designation	Position in the Committee
1	Advisor to the Hon'ble Administrator	Chairman
2	Secretary, Panchayath	Member
3	Secretary, Rural Development	Member
4	Secretary, Health	Member
5	Secretary, Science & Technology	Member
6	Secretary, Women & Child Development	Member
7	Secretary, Power	Member
8	Secretary, Agriculture	Member
9	Secretary, Finance	Member
10	Secretary, Information & Public Relation	Member
11	Secretary, Urban Development	Member
12	Secretary, PWD	Member Secretary

Executive Committee

Sl No	Designation	Position in the Committee
1	Executive Engineer, LPWD Kavaratti	Chairman
2	Assistant Executive Engineer, Electricity	Member
3	Health Education Officer, Medical	Member
4	Education Officer	Member
5	Assistant Engineer, LPWD Kavaratti	Member
6	Engineer Assistant to SE	Member Secretary

5.5.1 The Roles & Responsibilities of the State Water & Sanitation Mission (SWSM) are as follows

1. To provide policy guidance and will be responsible for the overall planning, strategizing, and implementation of JJM in the State;
2. Responsible for finalization of State Action Plan (SAP) to provide FHTC to every rural household.
3. Decide charges for providing FHTC to rural household.
4. Decide water service standards.

5. Appraisal and in-principal approval of State Action Plan (SAP) after discussion with Department/National Mission.
6. Responsible for financial planning including ensuring timely utilization of fund and no parking of fund.
7. Responsible for coordination among various Departments and other agencies for convergence.
8. Responsible for devolution of powers empowering GP/VC and Sub-committee of GP/VC for management of in-village infrastructure, if not done already.
9. Devolve powers to DWSM to accord administrative approval of intra-district and in-village infrastructure water supply schemes.
10. Decide modalities for operation of single nodal account.
11. Build suitable incentive and disincentive mechanism in the policy to discourage wastage of water as well as to meet recurring expenditure on bulk water, distribution network and household level supply.
12. Bringing about effective policies & regulations for water use by other sectors, abating water contamination by industries, agricultural practices or mis-management of solid & liquid waste by individual households/institutions.
13. To enforce uniform policy for various uses of ground water within the annual replenishable ground water recharge.
14. Responsible for water allocation.
15. To firm up State policy on engaging dedicated human resource for ensuring water quality testing as well as surveillance using Field Test Kits.
16. Finalize ToR for various contracts especially penal provision for delays and its monitoring.
17. Developing O&M strategy and monthly tariff/user charges for ensuring financial sustainability of the system/scheme. To firm up policy on O&M accounts and its operation process by GP/VC and / or its standing-committee.
18. To firm up policy on earmarked % of support fund for IEC/BCC activities.
19. Decide action on unauthorized/unmetered unaccounted connections to stop continue loss of water/revenue.

8.6 District Water and Sanitation Mission (DWSM)

At the district level, DWSM is responsible for overall implementation of Jal Jeevan Mission (JJM). DWSM is headed by District Magistrate and Collector.

Sl No	Designation	Position in the Committee
1	District Collector	Chairman
2	Chief Executive Officer, Panchayat	Member
3	Conservator of Forest	Member
4	Director, Education	Member
5	Director, Panchayat	Member
6	Director, Social Welfare	Member
7	Director, Health	Member
8	Director, Agriculture	Member
10	Director, Information & Public Relation	Member

11 Executive Engineer, LPWD

Member Secretary

8.6.1 Role & Responsibility of DWSM

1. Ensure preparation of VAP after taking stock of each village for FHTCs;
2. Finalize a District Action Plan (DAP) to provide FHTC to every rural household.
3. Provide administrative approval of in-village water supply schemes/projects at district level as per the powers devolved by SWSM.
4. Ensure availability of funds for source sustainability works and grey-water management in villages through convergence and projects may be cleared only if these components are part of DPR.
5. Identify villages requiring ISA support, engage ISAs from empaneled list and monitor their performance.
6. Provide necessary directions given to PWD (DWS) Department for active participation in VAP and initiate techno-economic feasibility, preparation of DPRs in consultation with Gram Panchayat and / Village Committee or its standing-committee, i.e. VWSC/Paani Samiti/User Group, etc.
7. Approve the Village Action Plans (VAPs) that would contain the estimate for in-village infrastructure viz. retrofitting or new scheme and its implementation timeline.
8. Finalize unit type designs and approve cost estimates finalized by SWSM or PWD (DWS) Department, ISA, Gram Panchayat/ Village Committee and / or its standing-committee, i.e. VWSC/ Paani Samiti/ User Group, etc.
9. Ensure availability of agency from the empaneled list based on the annual projected requirement emerging from VAPs and award work.
10. Engage third party agency for inspection of work before payment to the agency.
11. Help in formation of standing-committee of Gram Panchayats, i.e. VWSCs/Paani Samitis/User Groups, etc. and handhold to ensure scheme implementation.
12. Coordinate with Gram Panchayat and / or its standing-committee, i.e. VWSC / Paani Samiti/ User Group, etc., collate information, prepare District Action Plan (DAP) and submit to SWSM.
13. Converge with Pradhan Mantri Kaushal Vikash Yojana (PMKVY) to create a pool of skilled human resource to be engaged by Gram Panchayat/Village Committee and / or its standing-committee, i.e. VWSC/ Paani Samiti/ User Group, etc. for creating in-village infrastructure under JJM. The payment towards the same maybe met out of support funds.
14. Ensure regular updates of JJM physical and financial progress on IMIS and validate the same.
15. Monitor and evaluate physical and financial performance.
16. Facilitate development of NGO/VO/CBO partners as Implementation Support Agencies (ISAs).
17. Implement IEC/BCC strategy and ensure effective utilization of the earmarked support fund for the same.

18. Identify individuals to be trained as master trainers at State level who will in-turn build capacities of Gram Panchayat and / or its standing-committee, i.e. VWSC / Paani Samiti / User Group, etc.
19. Upload FHTCs on IMIS after receipt of commissioning certificate from Gram Panchayat and / or its standing-committee, i.e. VWSC/ Paani Samiti/ User Group, etc.
20. Approve and share reports, success stories, and best practices on JJM IMIS and within district.
21. Conduct all campaigns with respect to JJM initiated by both Central and State governments.
22. Recognize well-performing Gram Panchayat and/ or its standing-committee, i.e. VWSC/ Paani Samiti/ User Group, etc. and ISAs from time-to-time.
23. Analyze data on health indicators, water-borne diseases, etc. for corrective action.
24. Arrange exposure visits for Gram Panchayat and/ or its standing-committee, i.e. VWSC/ Paani Samiti/ User Group, etc. functionaries, wherever required.
25. Ensure state-specific slogans are wall painted in prescribed format across villages as part of JJM introductory program.
26. Step-in in times of calamities like drought/ flood.
27. Grievance redressal.
28. Ensuring that all information is placed on IMIS.

8.7 Village Water and Sanitation Committee (VWSC)

VWSC, is a standing committee of Gram Panchayat (GP). It is envisaged under JJM that the community will play a lead role in planning, implementation, management, operation and maintenance of in-village water supply infrastructure thereby leading to FHTCs to every rural household. The composition of members of the committee for one VWSC shall be as follows in all Islands ---

- i. Chairman – Chairperson, VDP
- ii. Members- All elected representatives of VDP
- iii. Secretary- Executive Officer

8.7.1 Functions of VWSC

1. Ensure preparation of Village Action Plan for Water supply Scheme.
2. To coordinate, manage, operate and maintain water supply schemes and sanitation.
3. Plan, Design, Implement in village water supply schemes in collaboration with LPWD
4. Support service for construction of in village infrastructure including source sustainability, grey water reuse, water conservation measures.
5. Mobilize community for PRA Activities.
6. Encourage users to pay water tariff/user charges.
7. Hold periodic meetings at least 2 times in a year to evaluate the effectiveness of implementation of JJM in the respective islands.

8. Conduct awareness campaign on judicious use of water, come up with mechanisms to ensure no misuse of water and ensure prescribed IEC campaign including wall paintings, micings etc.

8.8 Domestic and Non-Domestic Consumers

1. Water supplied from VDP to the HTC (Household Tap Connection) will be used only for domestic purposes. Misuse of water will be sufficient ground for disconnection of the HTC. Water will not be used for commercial purposes, sales to non-consumer members, agriculture, washing animals etc
2. Pay water charges for volumetric consumption before the 10th of every month as per direction of the VDP.
3. Disciplined use of water, which among other things mean no stealing of water, use of water as per allotted LPCD, using water only for domestic and household purposes.
4. The water connection will be disconnected if water tariff payment is defaulted for three months consecutively.
5. Minor repair of tap and pipes at house premises will be done by concerned consumer after informing the VDP/authorized Plumber. Repairs within the household premises will be considered minor repair and is primarily the responsibility of the consumer, taking professional support of a qualified plumber or technician.

8.8.1 New Consumer Connections:

1. The applicable application fee, security deposit, new connection charge, name change charge, reconnection charge and water tariff shall be those specified in **Annexure-2** of this Policy or as revised by Government Orders issued from time to time.
2. Every eligible household, institution, commercial establishment or other consumer requiring a piped drinking water connection shall apply in the prescribed manner through the **Dweep Jal Portal** or such other platform as may be notified by the Lakshadweep Public Works Department.
3. Until the Dweep Jal Portal becomes operational, applications may be submitted manually before the Village Dweep Panchayat in the prescribed application form.
4. The Village Dweep Panchayat shall verify the application and forward the same to the Assistant Engineer, LPWD of the respective islands for technical scrutiny, feasibility assessment and approval.
5. New water connections shall be released only after technical feasibility, availability of distribution infrastructure, payment of the prescribed application fee, security deposit, connection charge and other applicable charges and compliance with other condition prescribed by LPWD. The applicable fees and charges shall be those approved by the State Water and Sanitation Mission (SWSM) Apex Committee and notified by Government Orders from time to time.

Consumer Service

Application Fee

Applicable Charges

As notified by Government Order

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Security Deposit	As notified by Government Order
New Connection Charge	As notified by Government Order
Name Change Charge	As notified by Government Order
Reconnection Charge	As notified by Government Order
Other Service Charges	As notified by Government Order

8.8.2 Consumer service charges:

1. Application fee, security deposit, new connection charge, Schedulename change charge, reconnection charge, inspection charge and other consumer service charges shall be determined by the State Water and Sanitation Mission (SWSM) Apex Committee and notified through Government Orders issued by the Lakshadweep Public Works Department.

8.8.3 Disconnection of consumer connections:

1. Unauthorized supply of water to non-consumers, illegal connections, use of pumps to suck water from the pipeline of the distribution network, tampering with the consumer water meter, using drinking water for non-domestic purposes such as gardening and washing animals, non-payment of water tariff or irregular payment of water tariff, selling water to other domestic users, etc. shall be grounds for disconnection of a consumer connection.

8.8.4 Reconnection of consumer connections:

1. The disconnected water connection will be restored upon providing a satisfactory explanation and payment of reconnection charges.

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