

From No Service to Accessing Service A Year Long Journey of the Single Window Forum Members



*I am a migrant from Bihar living in this settlement for over 30 years. We are 14 members in the family. All the members are weavers. Our household is connected with the borewell water pipeline, but since the past four months the water looks like sludge. A white coloured layer is seen on the surface of stored water, even the water containers change their colour. Many people are facing severe health issues after drinking this water. - **Baby, 49 years, SWF member***

*We are 8 members in the family and all are involved in weaving. For the last four months the water is dirty and dark in colour. While filling the water we can see an oily layer on the surface while the water on the bottom looks clean. When we use it for consumption, we get constipation and other gastric problems. Elders in the house have begun to complain of pain in the knee caps. **Draupadi, 50 years, SWF member***



Rajeev Nagar is located on the banks of Dravyavati river near Gurjar ki Thadi. In existence for 40 years, the settlement is an authorised kutchra basti in Mansarovar Zone, ward – 31. The settlement has 282 HHs and a population of 1248. The community has mostly Hindu migrants from Bihar, Uttar Pradesh and nearby areas of Rajasthan belonging to Roy, Saini, and Jaat communities. The people here earn their livelihoods by working as domestic helps, spinning wool, and as daily wagers.

One municipal borewell dug 20 years ago is the only source of water. Every HH is connected to the borewell pipeline and the supply is available for 24 hours. When CFAR began its intervention in the settlement in November 2019, CMC meeting was held in the settlement to identify the major issues regarding WASH services. In the first meeting itself, the community management committee articulated their need for securing clean drinking water.

Major issues identified in the meeting regarding water-

1. Dirty and dark coloured water like sludge.
2. Water is hard
3. Severe health issues faced are- yellowing teeth, gum deterioration, falling hair, stomach ache and joint pains due to contaminated drinking water.

10 December 2020, Organising committee meeting with the members of the Self-Help Group and Slum Development Committee was held in the settlement focusing on the next steps to be taken for resolving this issue.

On 5 October 2020, Baby, SWF member and Guddi (CMC) along with the support of CFAR again visited the Department demanding water tanker.

Baby SWF member told the Engineer PHED: “It has been a year since the people in the settlement are struggling to get access to pure drinking water as the bore well water available now contains high level of Nitrate leading to health issues. We are not asking for any favour but our right to access. We are tired of going from one office to another to provide drinking water. Now we want to know if the Department is not able to provide the service, then whom should we approach so that our voices are heard and our pleas are addressed.”

Finally, after relentless efforts there came an immediate response, sent the water tanker in the settlement on 5 October 2020. He also ensured the SWF members that the PHED Department will send the water tanker every alternate day. Baby, SWF member is now the key person to ensure the water supply and coordinate with the Department.

Water Committee to sustain service and ensure a regular water supply

Water Committee members – Virendra, Baby, Draupadi, Guddi, Rajendra

Water Committee which was formed in June was given the responsibility-

1. To ensure the proper distribution of water among the residents,
2. Maintain proper social distancing while fetching water,
3. Ensure that the PWD and elderly of the settlement are able to access this safe water for drinking purpose.
4. Ensure safe storage and its management
5. Coordinating with the PHED to ensure that the department would send the water tanker every alternate day as promised

More than 100 HHs will be benefitted by the Bisalpur water tanker supply

Voices from the community

Prem, community representative – This is the first time we are getting Bisalpur water and we are able to differentiate very easily among the quality and taste of water. Thanks to the efforts of CMC and SWF members and CFAR support that today we are able to get drinkable water and we, as a community, will work together and resolve all the issues of our settlement.

Baby (SWF member)- When I joined the CMC, we were informed about how dirty water impacts our health. Slowly I also learned about the different processes of filling application and doing follow ups with the department officials. I feel more strengthened now.

Next Steps

To file an application for incorporating Bisalpur pipeline in the settlement

To file an application for demanding water tank in the settlement so that water is accessible 24/7.

समुदाय प्रबंधन समिति
सहयोगी संस्था : सेटर फॉर एडवोकेसी एण्ड रिसर्च

दिनांक- 13/8/2020

सेवा मे,
श्री मान अधिष्ठाण अभियंता,
जन.स्वास्थ्य एवं अभियांत्रिकी विभाग,
गांधीनगर , जयपुर।

विषय:- राजीव नगर वार्ड नम्बर 31 मे पानी के टैंकर की सप्लाई बाबत पत्र।
मान्यवर,

विषयान्तर्गत लेख है कि हम वार्ड नम्बर 31 की राजीव नगर कच्ची बस्ती के समुदाय प्रबंधन समिती की महिलाये हम आपको अवगत कराना चाहते है कि हमारी बस्ती मे काफी समय से बोरेवेल का पानी जो कि घर घर मे नल द्वारा आता है. यह पानी पुरी बस्ती को सप्लाई होता है इस पानी का उपयोग पीने के व घर के बाकि काम करने लिये भरते है उसमे खारापन, व गाद जैसा आ रहा था तो हमने जब पानी कि जांच कराई तो रिपोर्ट मे निकलकर आया कि पानी मे नाईट्रेट कि मात्रा ज्यादा पाई गई है नाईट्रेट कि मात्रा ज्यादा होने से बच्चो का वजन कम होत है, उनका शरीर का वृद्धि व विकास रुक जाता है, हडडीया कमजोर होने लगती है।

रिपोर्ट साथ मे संलग्न है।

अतः हमारा आपसे अनुरोध है कि आप हमारी बस्ती मे कम से कम पीने के पानी की सुविधा करे जिसका एक मा विकल्प है पानी का टैंकर ताकि जब तक कोई और व्यवस्था ना हो तब तक लोगों को पीने का शुद्ध व साफ पेयजल प्राप्त हो सके और इस पानी को पीने से जो विमारीया हो रही है वो ना हो उनकी रोकथाम हो सके।

धन्यवाद ।

समुदाय के लोग	
1) शान्ति	12) लालमति देवी
2) देवी देवी	13) सुनज
3) अंबिका देवी	14) शकुन्तला
4) सावित्री	15) चन्दा
5) प्रेम कौर	16) कौमल
6) लोपती	17) वसन्ती
7) शीला	18) शुभाक्ष
8) नारा	19) सारदा
9) सितोही देवी	20) उमाश्री

Application submitted to PHED for demanding water tanker in the settlement