

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 kutcha 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. "I live in Rajeev Nagar kacchi basti and I am an active member of our Slum Development Committee. Every household in my settlement is connected with private bore well water supply. For more than 20 years we are using this water for fulfilling our basic needs. We have a 24 hours water supply. There is no scarcity of water but the quality of water is not good. Most people are suffering from skin problems, yellowing teeth, pain in joints and knees, stomach ache, and vomiting. We understand that the water we are drinking is not good, and we are ready to extent our support at further level and incorporate Bisalpur pipeline in the settlement."- **Virendra Sahu, 35 years**

Resolution taken by the community in the organising committee meeting

- To collect the sample of water and get it tested by the PHED Department, Shyam Nagar office.
- To file application for laying of Bisalpur water pipeline in the settlement
- To provide water tanker as temporary arrangement for the residents to access basic drinking water in the settlement

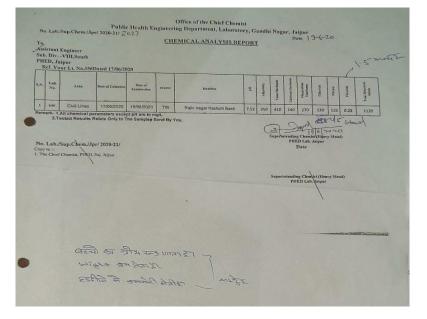
On 15 December 2020, application for the water testing was submitted in the PHED64 Department but the officials were not ready to conduct the tests, claiming that the water is of good quality, and people were unnecessarily blaming the water quality for their health issues. After intense efforts made by the CMC and SWF members, the sample was collected by the Department and taken for testing.

सेंवा में ञी अधिषाशी अभियंता. जन. स्वा. अभियांत्रिकी विभाग, जोन कार्यालय श्यामनगर। मान्यवर विष्यान्तीयत लेख हैं कि हम राजीव नगर वार्ड नः 31 के समुदाय के लोग है आगे कथन ये है कि हमारी बस्ती में पानी कि निरन्तरता कॉफी अच्छी है सुबह शाम पानी भरपुर मात्रा। में आता है परन्तु पानी पीने में खारा सा लगता है व जब आता है तो पानी में झाग ही झाग रहते हैं जो की काफी समय बाद जाते है जिससे हमें पानी दुषित होने का हमें अंदेशा है ये काफी समय है। अतः हमारे समुदाय के लोगो का आपसे अनुरोध है कि आप राजीव नगर मे हमारी गली मे पानी कि टेंस्टिंग कराये। आपसे सहयोग कि अपेक्षा के साथ। धन्यवाद Jyoti Jeli 599137 प्रार्थी राजीव नगर समुदाय stanthe 1H dall 4151 Ear 311211

Application regarding borewell water testing in the settlement

On 27, December 2019 CMC followed up with the Department on the water testing report but the officials said they were yet to receive it. On 21, February 2019 again a follow up was done with the Department regarding the report but they were told that it would come in March. Due to the 3 months of lockdown the whole process got delayed and community was forced to use the borewell water only.

On 19 June 2020 the SWF members Baby and Draupadi again went to the Department and, finally, did receive the water testing report which stated that the water contains high amount of nitrate which is the major reason of the health issues the community is facing.



Water testing report of Rajeev Nagar borewell water

On 13 August 2020 the members of CMC and SWF members filed an application in PHED, Shyam Nagar demanding water tankers as temporary arrangement for drinking water supply as the water report clearly stated that the water was not at all drinkable.

On 18 August 2020, Jyoti, CMC member contacted Mr. Mangtaram A.En, to provide water tanker in the settlement. He assured that the water tanker would be provided soon. After many follow-ups via telephone calls and visits, there was no positive response from the Department.

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 issued. 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.

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	अतः हमारा आपसे अनुरोध है कि आप हमारी बस्ती में कम से कम पीने के पानी की सुविधा करें जिसका एक मा विकल्प है पानी का टेकर ताकि जब तक कोई और व्यवस्था ना हो तब तक लोगों को पीने का शुध्द व साफ पंयजल प्राप्त हो सके और इस पानी को पीने से जो बिमारीयां हो रही है वो ना हो उनकी रोकथाम हो सके।					
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Application submitted to PHED for demanding water tanker in the settlement