Chapter VII
Conclusion and Recommendations

7.1 Introduction

The purpose of a conclusion is to tie together, or integrate the various issues in research, which covered in the body of the thesis, and to make comments upon the meaning of all of it. This includes noting any implications resulting from your discussion of the topic, as well as recommendations, forecasting future trends, and the need for further research. The importance of conclusion and recommendation chapter becomes very significant in the study of role of Gram Panchayat Rural Water Supply and Sanitation in Punjab Rural Water Supply and Sanitation Project in Ropar District.

7.1.1 Methodology

Since the implementation of PRWSS project is just not limited to the participation of community members and GPWSC members but also intends to look into the effects on the quality of life of the community members as well. The PRWSS project has started from 2008 still there is not a single study on this project but thus a need was felt to understand and evaluate the functioning, awareness and performance of the beneficiaries and the GPWSC committees towards achievement of the PRWSS goals.

7.1.2 Objective of the study:

- To study the socio-demographic profile of the member of the GPWSC committee.

- To study the composition, process of formation and the functions of the GPWSC.

- To evaluate the activities of the GPWSC undertaken towards meeting the intended goals of PRWSS Project.

- To study the level of awareness about GPWSC committees among the community members.
To study the views of the community members about the working of the GPWSC.

To explore the problems and constraints faced by GPWSC committees.

To study the scope of social work intervention in improving the working of GPWSC committees.

The methodology adopted for the present study is primarily descriptive, interpretive and evaluative in nature. It attempts mainly to capture the Functioning of Gram Panchayat Water Supply Committees under Punjab Rural Water Supply and Sanitation Project in Ropar District. For the purpose of evaluating the GPWSC, a random sample of 300 respondents were drawn, out of which 100 respondents were selected from GPWSC members and the remaining 200 non-member beneficiaries. The study covered 20 villages of Ropar District where the Punjab Rural Water Supply and Sanitation Project were implemented. To give an equal representation to each village and each committee, 5 members from each committee and 10 non-members were randomly selected as the proposed sample. The tools for data collection were mainly Structured Interview Schedule and on the spot observation from the selected sample of the present study.

7.1.3 Research Findings

On the bases of field inquiry and with the aim of fulfilling the proposed objectives of the present study, following are the research findings:

7.2 Socio-Economic Profile

7.2.1 Gender

The study has pointed out that it is mandatory for GPWSC members to have at least 33 percent women members from the community. The analysis of the data shows that the membership of the women to the GPWSC was according to guidelines. It is clear from the data that out of the total 100 members of the GPWSC, 33 percent were female while the rest (67 percent) were male.
7.2.2 Caste

The number of General Caste, in our sample is more than other caste. There are 56 percent General Caste, 15.67 percent are from Backward Classes and 19.33 percent are Scheduled Castes.

7.2.3 Religion

With regard to religious affiliations, data depicts that out of 300 respondents, 210 (70 percent) belonged to Sikh religion, 89 (29.67 percent) belonged to Hindu religion and only 1(0.33 percent) belong to Muslim religion which shows that the large number of rural community in respondents are belong to Sikh religion while the Hindus are the second largest respondents.

From the analysis it is clear that the GPWSC and Beneficiaries primarily dominated by the people by the general castes. Beside the caste based reservation in the guidelines of the project guidelines in formation of GPWSC membership the general caste is dominated the committee.

7.2.4 Age

The findings of the study that 12 percent belonged to 18 –30 age group, 43.66 percent belonged to 30 -45 age group, 34.67 percent belonged to 45 - 60 age group and 9.67 percent were above 60 years. The highest proportion of the respondents was in the age group of 30- 45 years. It is clear from the age-distribution of the respondents that more than 43.66 percent respondents were young.

7.2.5 Views about Marriage

The study find out that a huge majority of 282 (94 percent) were married while only a few 18 (6 percent) respondents were unmarried. The findings thus reinforcement the arguments that the marital status of the individual certainly has a positive role in the process of acquiring leadership roles like the membership to Gram Panchayat Water Supply and Sanitation Committee at the community level.
7.2.6 Education

It is evident from the present analysis that out of the total 300 respondents, just 27 (9 percent) were illiterate while the rest of them had formal education ranging from primary to post graduation level. It is observed that 10 percent respondents were graduates while 1 percent was post graduate which means less number of respondents (11 percent) had acquired higher education. The analysis further shows that more than one third (35.33 percent) of them had passed higher secondary while 18.67 percent were high and 10 percent were middle school educated.

It was noted during the field work that the respondents with higher education were far more aware about their safe drinking water rights and the role and responsibilities and activities of the project. However, such respondents were only few in numbers. Despite this high literacy ratio from the respondents the knowledge and the project and its activities, importance of safe water was diminutive.

7.2.7 Occupation

The analysis revealed that the GPWSC members and Beneficiaries in our sample were predominantly (25.66 percent) from the agriculture class. From the data, it is amply clear that the GPWSC members and beneficiaries in Punjab do have their own land. All the rest (74.44 percent) did not have any land and were dependent upon activities other than agriculture for their livelihood. The data also establishes the fact that (20.67 percent) of the respondents were housewives in the sampled villages, who engaged day to day domestic activities. Some of the GPWSC members and beneficiaries in reputable government jobs i.e. (13 percent) while some were in (17 percent business), (5 percent) were labourer and very less ratio (only 3 percent) were retired. (Only 2 percent) of our respondents were unemployed those were struggling to getting better jobs.

7.2.8 Type of Family

It was found that more than three fourth (78 percent) were nuclear families and less than one fourth (22 percent) were joint families. This shows the conversion of Indian modern society from joint family system to independent nuclear families.
7.2.9 Family Size

The study reveals that a higher proportion of the respondents had a small size of family. 59.33 percent respondents were having 1-3 members in their family, while 22 percent respondents had 5 to 7 members in the family. Only 9.67 percent respondents had a 7-10 members and more than 10 members is largest sized which is only 4.33 percent.

7.2.10 Income

The analysis shows, the income of the respondent is divided into seven categories starting from less than 10,000. The analysis indicates that income of highest proportion of respondents was between Rs. 1,00000 to 1,50000. 6.67 percent of the respondents were earning less than Rs. 10000 annually and (22.33 percent) were earning less than Rs.40,000 to 1,00000 and 13 percent were earning more than Rs. 15,00000 up to 3,00000. Only 2.33 percent respondents had income above Rs 3,00000. Almost every respondent informed that these income figures are not exact. Sometimes they earn more than what they have indicated and sometimes their income goes down than what they expect. These findings shows that most of the respondents had income more than Rs. 1,00000 up to 1,50000 but 20 percent of respondents who were earning less than Rs, 10,000 cannot be ignored because they are living below poverty line.

7.2.11 Expenditure

While inquired in the study about the monthly expenditure of the respondent we found that majority of respondents 48.67 percent had expenditure of more than Rs. 5000 to 10,000. Further there was only 5 percent respondent whose monthly expenditure was less than Rs. 1000. 42.66 percent respondents had monthly expenditure was Rs 10,000-25,000, 3.67 percent had less than Rs1000 to 5000.

7.2.12 Housing

The analysis shows that majority of respondents have pakka houses. Only 1 percent had pussa house and 5 percent had kaccha house while 94 percent had pakka house.
7.2.13 Drinking Water

The study emphasis on source of drinking water, it was considered as another indicator of socio-economic status of the respondents. Availability of potable water in the houses of respondents was unsatisfactory as one-fifth (20 percent) respondents had to carry the water in earthen pots from far away wells while more than one-tenth (13 percent) had to depend upon neighbourers for the water. Although the government of Punjab is making all efforts to make water available in every household in the state but still due to some problems all the people do not have proper drinking water facilities.

The out of the total 300, 60 (20 percent) had government hand pumps / taps / tube wells while 176 (58.67 percent) had Submersible pumps and 25 (8.33 percent) took water from wells. Apart from this, 39 (13 percent had their own private hand pumps. It reflects that more than two-fifth (41.33 percent) respondents did not have any source of water in their own house.

7.2.14 Moveable Property

The analysis revealed that the majority of respondents have ample of moveable property. As most of the 62.67 percent had cattle’s, 37.33 percent had radio, 98 percent had TV, 95 percent had cycles, 91.33 percent had motorcycle, and 12.33 percent had cars. Overall the majority of the respondents have all the basic assets, those are the necessary in day to day life.

7.2.15 Agricultural land

The study finds out that the 36.34 percent had 1 to 5 acres of agricultural land. 31.33 percent respondent had no land and 9.33 percent respondent had less than acre land, while 7 percent had 5 to 10 acres land and 28 percent had 10 to 15 acres land beside from this large number of acres or big landlords 4.34 percent had 15 to 25 acres and only 2.33 percent had more than 25 acres agriculture land.
7.3 The Composition, Formation and Functions of the Gram Panchayat Water Supply and Sanitation Committees

7.3.1 Composition of GPWSC’s

The Composition of the Gram Panchayat Water Supply and Sanitation Committee (GPWSC) has been studied using the guidelines of the Government (Govt. of Punjab, Punjab Rural Water Supply and Sanitation Project and Gram Panchayat Water Supply and Sanitation Committee, Mohali). As per the guidelines, the a GPWSC in the State of Punjab is a recognised body under section 25 of the Punjab Panchayat Raj Act, 1994 and further it is mandatory for a Gram Panchayat Water Supply and Sanitation Committee to have following members:

- The Sarpanch is the ex-officio chairperson of the GPWSC,
- The GPWSC is consisting of minimum of 11 members and maximum of 21 members depending upon the village population.
- The GPWSC consist of three Panches of the Gram Panchayat who they also ex-officio members in the GPWSC.
- One third of the GPWSC members have to be women.
- One fifth of the members are from Scheduled Caste and Backward Class.
- One third members are from BPL or landless families.
- The GPWSC members select a secretary and a treasurer from among themselves.
- The Junior Engineer of the District Water Supply and Sanitation (in-charge of the village) has to the technical member cum convener of the GPWSC.

7.3.2 Process of Formation of GPWSC’s

The Gram Panchayat Water Supply and Sanitation Committee (GPWSC) are formed by the process of nomination at various levels including the Chairman. As per the guidelines of the, Punjab Rural Water Supply and Sanitation Project, the formation of the GPWSC is the responsibility of the DPMC (District Program Management Cell). Nomination of the members of the GPWSC is done at various levels. The village panchayat pass a resolution for water and sanitation project and after acceptance the project it nominate four of the members of panchayat to the GPWSC i.e. sarpanch as chairman of the committee, one women panch for the
representation of women in the community, one scheduled caste panch as representative of dalit community at village level and one from general caste.

After acceptance of the resolution the memorandum of understanding (MoU) is signed between three parties i.e. the panchayat, GPWSC members and District Program Management Cell (DPMC) for the purpose of close coordination and partnership and the roles and responsibilities and obligations of each of the parties.

The tenure of GPWSC members exists till the project is not finished. In case of any vacancy of a GPWSC member, a new member has to be nominated by the Gram Panchayat with the approval by District Program Management Cell (DPMC). Similarly, if the any other working member leaves the committee due to whatever reasons, then the GPWSC will pass a resolution and nominate other new committee member as per reservation criteria. Thereafter the GPWSC will recommend his/her name for approval to the District Program Management Cell (DPMC).

7.3.3 Functions of GPWSC’s

The functions of the Gram Panchayat Water Supply and Sanitation Committee (GPWSC) are common all over the state GPWSCs, however, the main functions across all states, inter alia, are to work towards increasing the participation of the community members through collect the beneficiaries shares and implement the action plan according the necessity and convenience of the community members in last follow the role and responsibilities of the committee.

In this project, the GPWSCs are fully authorized to take any appropriate decision in the interest of the community members. As per the project guidelines, the specific functions of GPWSC’s in Punjab are following:

- To manage Rural Water Supply and Sanitation activities in the village including designing, implementing, undertaking procurement activities, fund management, operating and maintaining all Water Supply and Sanitation facilities and services.
• To assist the first party in preparing and implementing the village vision, strategy and action plan for developing the water supply and sanitation sector of the village.

• Perform all activities in respect of providing water supply and sanitation facilities and services to the village community.

• To act as a link and liaison between Gram Panchayat, Department of Water Supply and Sanitation, other departments and institutions working in the water supply and sanitation sector.

• To disseminate information, create awareness and educate the village community on all aspects of water supply and sanitation including health and hygiene aspects and water resource management.

• Carry out all activities under this Memorandum of Understanding (MoU) utilizing participatory methodologies to ensure participation of women, youth, scheduled castes and poor in the village community.

• To receive funds from the third party and utilise the same as per rules and the guidelines of the programme and in accordance with prudent financial management principles.

• To comply with the principles, rules and guidelines issued by the third party from time to time.

• To open and operate bank accounts for transacting all amounts received and expended for implementing the Programme as well as operating and maintaining the schemes.

• Maintain up to date and accurate books of accounts and make available records for audit/inspections.

• To procure works goods or services for carrying out various activities under this Memorandum of Understanding (MoU) in accordance with the guidelines issued by the Department of Water Supply and Sanitation.

• To mobilize the villagers for community action to solve the water supply and sanitation related problems of the village.

• To mobilize users’ share of capital cost of setting-up water supply and sanitation facilities from among the village community.

• To operate and maintain the facilities created under the Programme and meet full operation and maintenance expenses by collecting user charges.
• To do all the activities under this Memorandum of Understanding in a transparent manner providing key information to all members in village community including setting up of display boards.

• Prepare monthly progress report of Programme activities to the first party and to the third party on a regular basis.

• Supervise all activities under the memorandum of understanding (MoU) and ensure conformity with quality and design parameters as per approved plans, estimates and other guidelines.

• To co-operate with first and third parties for inspection, verification, audit, evaluation and studies by the first and third parties or agencies authorized by them and implement corrective actions recommended.

• Carry out surveillance, monitoring, and environmental sanitation of water quality.

• To prepare implementation completion Report in respect of all Community Action Plans and submit to the third party.

7.3.4 Functions of GPWSC As Stated By the Members

From the study it is evident that for less number of respondents (42.33 percent), the main function of GPWSCs is to opening of saving bank account while more than one third (35.33 percent) respondents were of the view that the GPWSCs have to collect of beneficiaries’ shares. 22 percent of the GPWSCs members and beneficiaries were of the opinion that the major function of these committees is to collect and deposit of government shares.

Among other important functions as stated by respondents only 14 percent were aware to provide help in insuring quality of products. GPWSCs members also engaged in management functions which are to maintain ledger book and records as per World Bank norms and 11.67 percent had information about these functions.

GPWSCs members are also accountable to village people as they have to provide timely information to the villagers about funds and expenditures but only 3.67 percent of the respondents were having information about the balance amount in the GPWSC bank account.
Only (8.33 percent) respondents were familiar about the function regarding help to choose feasible and cost effecting technology.

Another function of the GPWSCs is about the operation & maintenance and finalizing water supply bills with consultation of community members about which only 23 percent respondents were aware.

A more than one fourth (27.67 percent) were having information about collection of water bills from beneficiaries whereas a less than two fifth (36.67 percent) were aware about function of timely repair of machine or pipe line /renovation of buildings.

Only (12 percent) respondents were conscious to operating another bank account for Operation &Maintenance and 3 percent about submission of monthly progress report to Gram Panchayat.

Only (2.67 percent) respondents were all aware about to carry out time to time survey of water quality, environmental and sanitation.

7.4 Activities of Gram Panchayat Water Supply and Sanitation as Perceived by Respondents

7.4.1 Social Resource Mapping

As regards awareness level of the respondents about the social resource mapping, it was found to be higher (71 percent) among the GPWSCs members as per the DPMC in the process of social resource mapping in the village the presences of GPWSCs members is mandatory due to this activity the level of awareness among committee members is on the higher side.

In contrary, the analysis of the beneficiaries, have opposite response because only 43.67 percent have awareness about the social resource mapping.

7.4.2 Other PRA activities, Transact walk, Time line, Matrix ranking

The analysis of the other PRA activities like transact walk, time line, matrix ranking were astonishing. Only one percent were having information about transact
walk while on the other side not even a single beneficiary was having information about this activity. The analysis about time line also showed similar results.

The activity concerning to the matrix ranking, very small proportion (1.33 percent) of respondents had heard about this activity whereas on the other side 98.67 percent respondents had no knowledge about this. From the analysis it was clear that DPMC staff or SPMC staff members were not able to use PRA techniques properly. If the PRA activities could be done properly at village level the situation would change significantly.

7.4.3 Base line Survey

From the analysis, on base line survey, shows some constructive variation in comparison to the PRA results. As the base line survey was extremely significant activity towards planning and implementation phase of the PRWSS project. The data revealed that less than half of respondents (43.67 percent) were aware about the base line survey while on the other side, a little more than half respondents (56.33 percent) were unfamiliar about the baseline survey.

During the data collection it found that baseline activity was done by a Non Government Organisation in initial stage of the PRWSS project.

7.4.4 Miscellaneous Activities of GPWSC’s

The analysis indicates the fact of overall conditions about the level of awareness of respondents about the activities of GPWSCs different parameters.

The first activity of nukkar natak to aware community about the awareness on importance of safe drinking water, only 37 percent respondents responded in affirmative way while other 63 percent had no knowledge about this activity while as regards the exhibitions for school children on the importance of safe waters, only 29.67 percent respondents had some knowledge about this activity.

Only 23 percent respondents were having information about conducting of road shows by GPWSCs to aware local people about importance of water while only 15
percent respondents have knowledge about the school level competition to mentor
students

Most important activity at village level which is to generate awareness about importance of safe drinking water only 11.67 percent had knowledge about it.

Awareness about how disease accrued through contaminated water, a less than
two fifth (37 percent) were aware while results on importance of saving water got minimum positive response only 10 percent respondents had knowledge about the significance of saving water as a resource.

7.4.5 Conduct of Meetings

Information and awareness was sought from the respondents on GPWSCs about meetings in a calendar year, records of meeting, agenda and minutes of the meetings. As per the guidelines of the PRWSS (Punjab Rural Water Supply and Sanitation), project the monthly meeting of the GPWSCs is compulsory. The GPWSC is required to hold at least one meeting in a month. If need arises more than one meeting can also be held. The record of the resolutions passed in these meeting will essentially be mentioned. This meeting will be held in common place as per the pre decided date and time. The sole responsibility of the chairman to maintain the records and get the work completed.

The present study found that the meeting of the GPWSCs are not held as per the guidelines laid down by the Punjab Rural Water Supply Sanitation project and most of the aforementioned norms regarding conduct of meeting of these committees are not followed in letter and spirit.

7.4.6 Whether Meetings Conducted or Not

The study findings were shocking, a huge majority (76.33 percent) of the respondents had reported that the meeting were not conducted as per the norms while on the other hand a less than one fourth (23.67 percent) gave the positive response with regards to conduct of meetings.
7.4.7 Participation of GPWSC members in Meetings

The analysis reveals that the participation of members in the meeting of GPWSCs is very low as only 11 percent of the total respondents participate frequently in the committee meetings while 12 percent participated only at sometimes. It is worth to mention here that about 6 percent of other persons participated as proxies i.e. on behalf of some committee members in the meetings. The majority (40 percent) respondents had not participated in any meetings while 31 percent respondents gave no response to this query.

7.4.8 Meetings of GPWSC Members in Calendar Year

The level of awareness about meetings of GPWSC Members in Calendar Year revealed that large number of respondents (70 percent) had no information about holding of any meetings in a calendar year while 11 percent were aware about conducting of meeting by GPWSCs members on monthly basis. Apart from this, other responses were as 14 percent for quarterly, 10 percent six monthly and only 5 percent in favour of when it is required.

7.5 Awareness of the Respondents

7.5.1 Awareness about composition of GPWSC’s

The study revealed that out of total respondents, more than half respondents (52.33 percent) in the sample said to have been aware about the chairman of the GPWSC and it was observed that the chairman was the most informed among the members. This was most obvious because it is the chairman who is responsible for overall functioning of the GPWSC. It is he who has to maintain each and every records of this body and he is the one who is directly answerable to the higher authorities for all aspects of its working in the capacity of chairman of GPWSC.

The awareness level of the respondents about the convener cum technical member (N= 55) was relatively low as only (18.33 percent) of them expressed that they were having information about it while 81.33 percent of them were not aware and 0.34 percent had not responded.
As regards the awareness about general panch members of the GPWSC, the respondents (N=111) a less than two fifth (37 percent) were having knowledge about the general panch members of the GPWSC while majority (62.33 percent) of them were not at all aware.

In case about women panch members (N=157), the proportion of awareness was 52.33 percent, while 44.33 percent were not at all aware and 3.33 percent gave no response about this.

About awareness of the respondents regarding the scheduled caste member (N=116) 38.66 percent were aware while three fifth (60 percent) were not at aware about Scheduled Caste members whereas only 1.33 percent respondents did not give any answer.

The survey related to backward class members as part of GPWSCs the data shows that 45 percent respondents were aware about them while 53.33 percent were not at all aware and 1.67 percent gives no response about the composition of the GPWSC members with regards to members from backward class.

7.5.2 Awareness about the Process of Formation of GPWSC:

To understand the awareness level about the process of formation of the GPWSC, the study reflects that about 45 percent of the respondents among GPWSCs members did not know anything about the procedure followed i.e. general meeting of people, meeting of panchayat members and meeting with NGO etc. various process followed for the formation of GPWSC at the village level. These respondents did not seem to be interested as well. A less than two fifth (38.67 per cent) respondents were fully aware about the process of formation of GPWSCs. while 16.33 percent had not given any response about composition of GPWSC’s.

On information about the method of formation of GPWSC’s, out of the total (N=116) respondents, majority 67.24 percent were fully aware about the formation of GPWSC’s that it was done through the general meetings of the people while more than one tenth (13.80 percent) were aware about the formation is done by the meeting
of panchayat members and 18.96 percent were aware about formation of GPWSC’s members through meeting with the NGO’s.

7.5.3 Reasons for Lack of Awareness about the Process of Formation of GPWSC’s

On being inquired about the reasons for not having awareness about the process of formation of GPWSCs, 40 percent respondents said that no information was given by chowkidar/sarpanch/panch/any other person whereas 35.56 percent told that only signatures were taken from home by: chowkidar/sarpanch/panch/any other person. 17.40 percent reported that meetings were usually called in the sarpanch’s house and they did not participate in it.

7.5.4 Awareness about the GPWSC’s

The block wise break-up on awareness about GPWSC’s revealed that only 26 (8.67 percent) respondents were aware about the existence of GPWSC in Ropar block while for other blocks, the proportion was 22 (7.33 percent) for Morinda block, 8.67 percent for Nurpur Bedi, 9 percent Anandpur Sahib and Chamkour Sahib 28 (9.33 percent), respondents were aware about GPWSC’s at village level.

Thus it is clear, that the awareness about the existence of GPWSC’s is low. Only 43 percent out of the total 300 respondents knew about GPWSC’s at village level. It is because of variety of reasons and most important among them is lack of awareness about PRWSS and participation in the project.

7.5.5 Source of Awareness about the GPWSC’s

Only 124 (41.33 percent) respondents got information about the GPWSC’s from different sources like while remaining 176 (58.67 percent) were lacking awareness.

The different sources of awareness were meetings of panchayat, non government organisations, district program management cell, state program management cell, panchayat members. Apart from that awareness was also imparted
through public address system /announcements from mandir, gurudawara and local Radio/T.V.

In the present study 41.33 percent respondents were aware about the existence of GPWSC from different sources while remaining 58.67 percent respondents were not having any information.

### 7.6 The Views of Beneficiaries about overall Working of GPWSC’s

#### 7.6.1 Beneficiaries Satisfaction about the GPWSC’s Performance

The study presents the shocking findings about the performance of GPWSC. As less than half (45.5 percent) “don’t know” about the name of any activity or activities performed at village level while 35 percent beneficiaries were not satisfied from the working of GPWSCs as major reason behind were due to leakage of pipes, unscheduled water supply. The data also depict that only 12 percent beneficiaries were satisfied from the working of the GPWSCs. Only 1 percent has “very good” response which indicates that very few beneficiaries were happy from the activities done by the beneficiaries.

#### 7.6.2 Level of Satisfaction about GPWSC’s Performance in Ropar Block

Form the analysis about the satisfaction level of beneficiaries from Ropar block, it was found that 58.88 per cent (N=212) respondents didn’t have any knowledge about the activities of the GPWSC’s. On other side, only 16.12 per cent respondents were satisfied from the performance of the GPWSC’s. Less than one tenth (7.23 per cent) respondents expressed that performance of GPWSC was very good while almost same figure 7.77 per cent thought that performance of GPWSC’s was unsatisfactory.

#### 7.6.3 Level of Satisfaction about GPWSC’s Performance in Block Morinda

The analysis revealed that performance of the GPWSC members in Morinda block have similar situation like Ropar block. The majority (60.56 per cent) respondent not even heard about these activities while 15.28 per cent respondents
were unsatisfied from the performance of the GPWSC’s. On the other hand only 11.38 per cent respondents (N=41) felt that performance of GPWSC’s were very good.

7.6.4 **Level of Satisfaction about GPWSC’s Performance in Nurpur Bedi**

The data indicates again the majority of the respondent’s 56.11 percent don’t know about the activities of the GPWSC’s so they were not able to judge the performance of the GPWSC’s. Despite from this the unsatisfactory respondents were few in numbers only 5.28 per cent (N=19). 10.83 per cent and 16.67 per cent respondents’ rated performance to be very good and good respectively.

7.6.5 **Level of Satisfaction about GPWSC’s Performance in Anandpur Sahib**

The analysis also indicates that situation of the Anandpur Sahib was not different than other blocks of the Ropar district. The majority of the respondents 65.84 per cent have same opinion they have no knowledge about activities of the project. The positive opinion about the performance of GPWSC’s was of only 10.83 per cent. On the other side 15 per cent respondents reject the efforts of GPWSC’s and were unsatisfactory.

7.6.6 **Level of Satisfaction about GPWSC’s Performance in Chamkaur Sahib**

The information from the selected villages of Chamkaur Sahib block revealed that satisfaction level of beneficiaries about performance of GPWSC’s was worse than the entire district as majority 70.27 per cent (N= 253) respondents were unaware about the activities of the GPWSCs. Only 6.68 per cent respondents choose the very good option and same 6.12 per cent says performance to be good. On the other hand 8.88 per cent respondents’ opinions were unsatisfactory about the working of the GPWSC’s.

7.6.7 **Level of Satisfaction about GPWSC’s Performance in Ropar District**

The analysis with regards to all blocks presents the obvious picture of GPWSC’s performance in entire Ropar District. 62.34 per cent respondents were of the view that they can’t judge the performance of the GPWSC’s because they dot even have knowledge about the functions of the GPWSC’s. This also shows the
seriousness level of the members of the GPWSC’s. The data also give the unenthusiastic reflection about the efforts made by District Program Management Cell. The only 8.22 per cent respondents caste their opinion ‘very good’ which is lowest percentage in whole table after that 9.06 per cent choose the ‘good’ options to rate the performance which is second lowest percentage in the scale. On the other side 10.44 per cent respondents gave their negative opinion means ‘unsatisfactory’ and this is second highest percentage. From the analysis it was proved that working of the GPWSC’s in entire district was not up to the mark as it is required to successfully completion of the project.

7.7 Problems and Constraints faced by GPWSC’s

7.7.1 The Problems of the GPWSC’s As Perceived By the Members

The present analysis provides the clear cut picture about the problem within the committee members. The three point scale was used i.e. low, moderate and high which helped to make out the real feeling of the members about the problems of the committee. With regards to response on lack of the interest of the members about the functioning of GPWSC’s the majority 78 percent of the GPWSC’s members responded on higher side whereas only 10 percent responded on moderate and 12 percent on lower side. This shows that the members of committee always busy in their day to day activities and were not serious about the role and responsibilities of the committee. In case of members do not attending the meetings 63 percent respondents were not interested in attending meetings and give response on higher side while 17 percent on moderate and 20 percent responded on lower side. On response about the selection process of the committee members 61 percent were not satisfied about the procedure which was followed to select the committee members it can be major reason of members for not participating in the activities of the committee. The present sarpanch of the community is the chairman of the committee and the chairman is the overall authority of the committee 67 percent committee members were not satisfied with this arrangement while 12 percent were moderately satisfied and 27 percent respondents viewed this to be not as big problem. Other important aspect, which can be motivation for the committee members is no incentive given to the members surprisingly only 20 percent respond high in this mater rest is 40 percent moderate and again 40 percent is low. It makes clear that the committee members do not
bothered about the honorarium. The analysis also present the shocking figures about the committee members as majority 85 percent do not have knowledge about the functioning of the committee while 10 percent have moderate knowledge. Further the analysis about the groupism in the village people shows 65 percent respondents highly believes that groupism among villagers affects the working GPWSC’s while 23 percent were of the view that this aspect has moderate effect and only 12 percent were of low effect views.

7.7.2 The Technical Problems Faced By the GPWSC’s

The analysis shows the responses of the GPWSC’s members about the training on technical aspects have been given or not. The calling of tenders is the one of the difficult and technical task and majority (95 percent) of the responses about the invitation of bids said no while only 5 percent says yes. Similar responses on evaluation of bids were given by the respondents as 98 percent says no training has been given on such task. The responses on awards of bids were similar to evaluation of bids, 98 percent says no training has been given on it. The jointing and laying of the pipes also a technical task, 97 percent respondents were of the view that no training has been given to the committee member on this technical aspect.

The project also have task for GPWSC’s members for providing household water supply connections 95 percent says they did not get training in this regard. The repairs of pipes only 3 percent gave positive response rest 97 percent gave negative response. Quality of the product which could be procured from the different vendor’s 99 percent respondent says no as they did not get any training in this regard. The minimum and maximum standards of the material which could be used during the construction of water supply tank 99 percent also have similar negative response. The majority of the GPWSC’s members have no knowledge about the technical aspects of the project and the reason behind that the DPMC and SPMC did not provide any training to the members which lead to technical problems faced by the committee members.
7.7.3 The Financial Problems Faced By the GPWSC’s

The findings on the financial problem faced by GPWSC’s revealed that problem with regards to collection of beneficiaries shares, 60 percent respondent says that this problem fully matters while 20 percent somewhat and 20 percent not at all. The other important aspect of the financial tasks that to maintaining financial register 80 percent cast yes it fully matter another 14 percent says somewhat matter and only 20 percent responded not at all. The financial manual of the project is well draft professionally but the language that is used in it can be understand only by the person who is trained in finance related activities or academically qualifies in finance related subject but the GPWSC’s members they are not as much professionally qualified as required to understand and follow that financial manual so the follow up of the financial manual become problem for the GPWSC’s as 85 percent respondents respond that it fully matters while 13 percent responded somewhat matter and only 2 percent responded not at all. Preparing financial report by the GPWSCs members is another important task as well problem for the GPWSC’s members because preparing report is another professionally qualified task and no training has been designed to enhance the capacities of GPWSC’s so that the committee members can performed this task easily for that matter majority 75 percent responded that it fully matters, 15 percent respond somewhat and only 10 percent respond not at all. Last but not least problem faced by the GPWSC’s that is maintaining bank account on the name of GPWSC 60 percent respond fully matters while 25 percent respond somewhat matter and 15 percent respond not at all.

7.7.4 Co-operation Relating Problems Faced By the GPWSC’s

The analysis of the problems relating to the cooperation from the different bodies associates with this project has been done in this section. Community is the beneficiaries of this project and project is designed for the participation of people through the working body of GPWSC therefore the cooperation of the community people is well required. During the collection of beneficiaries shares cooperation by the village people has been assessed on three point scale, only 5 percent fully cooperated that’s means less cooperation from the village people, 10 respond somewhat cooperated and majority 85 percent respond not at all.
Selection of land for scheme was also of great importance because water supply tank has to be constructed on that place so consent of village people for common place matters but the cooperation on that aspect only 20 percent fully cooperated in this regard whereas 32 percent somewhat cooperated and little less than half (48 percent) not at all.

Providing household connection is the important task of the GPWSC. Its matter on the quality and pressure level water supply for every household therefore fully cooperation required but as per the results only 39 percent gives fully cooperation, 21 percent somewhat and large proportion 40 percent not at all.

Deciding the rates of monthly bills is the task which effects every section of the community as a result the cooperation of village people required and respondent only 11 percent fully cooperated while 19 percent somewhat cooperated and majority 70 percent not at all that means in this aspects villager has not provided full cooperation to the GPWSC, which further adds to the problems of working of GPWSC’s.

District program management cell is most important part after the GPWSC’s in this project. The DPMC is the only body in the project, which is fully equipped with all the resources relating to achieving the desired goals of the project for that reason cooperation required from the DPMC. Awareness about the project to community majority 59 percent respond fully cooperated, 20 percent somewhat and 21 percent not at all respond. Collection of beneficiaries’ shares is overturned only 9 percent respond fully cooperated, 11 percent somewhat cooperated and large number of respondent 80 percent respond not at all. Maintaining liaison between GPWSC, RWSS, SPMC analysis bring positive response 77 percent respond fully cooperated, 13 percent somewhat cooperated and only 10 percent respond not at all.

As it’s already mention that the GPWSC is the most important part of the project thus the cooperation of fellow members is required to achieve the desired goals of the project. The functions relating to collection of beneficiaries shares analysis provide the mixed response 27 percent respond fully cooperated, 43 percent somewhat cooperated and 30 percent not at all. Selection of land for the scheme large number of respondent 68 percent respond fully cooperated, 29 percent respond
somewhat cooperated and 33 percent not at all. Providing the household connection majority 70 percent respond fully cooperated and 19 percent somewhat cooperated and only 11 percent responded not at all.

7.8 Suggestions furnished by the GPWSCs members and Beneficiaries

7.8.1 Suggestions Given By the GPWSC Members and Beneficiaries to the DPMC, SPMC and RWSS Department

The suggestions given by the GPWSCs members and beneficiaries on the importance and different aspects of the project are as following:

54 (18 percent) respondents wants that people should be aware about importance of PRWSS Project. 53 (17.67 percent) responds were of the view that technical knowledge should be given to beneficiaries and GPWSC members. 55 (18.33 percent) respondents had suggested that technical manual should be provided to each GPWSC member. 30 (10 percent) respondents wants that the training should be given on financial management. Last but not least 108 (36 percent) suggested that technical assistance should be provided on operation and management of Scheme.

7.8.2 Suggestions Given by the GPWSC’s Members and Beneficiaries to NGO’s, World Bank and Government

NGO’s should aware peoples about importance of save drinking water greater. 55 percent has suggested that NGO’s should aware to peoples about harm of wasting water. Another suggestion was that NGO’s should aware to peoples about important of Participation in PRWSS Project.

Suggestions given to the World Bank were as under.

- The first suggestion given by respondents was that the committees should be given more powers.
- The other suggestion that the Information, Education, Communication should be more effective at village Level.
- Another suggestion that is given to the World Bank that is all the IEC (information, education and communication) material should be in local
language. The suggestion regarding that the technical training should be
given to committee the important suggestion the visit tour to the successful
scheme.

- Suggestions given to the government are:
- The first suggestion that is GPWSC’s members should be given
  honorarium. The last but important suggestion given to the government
  that district administration should pay more attention to this project

7.9 Other Recommendations

The study points to the need for improving different aspects of the functioning
of the Gram Panchayat Water Supply and Sanitation Committee based on the
findings. The major changes needed for improving the overall working of the
GPWSC are ascertained below:

7.9.1 Determination of the Memberships

Paradigm Shift is required for determination of membership to GPWSCs. The
composition of the GPWSCs is consisting of 11 to 21 members depending upon the
village population. The GPWSCs also including three Panches of the Gram Panchiyat,
one third women, one fifth from Scheduled Caste and Backward Class persons and
one third from BPL or landless families. The Junior Engineer of the District Water
Supply and Sanitation in-charge of the village is the technical member cum convener
of the GPWSC. But the functional members are only chairman, secretary and some
places cashier also rest of the members were out of the scene. To fulfill the gap
persons like informal leader of the community such as retired Foji (Ex-army),
lamberdar, youth club leaders, ex sarpanch, most educated person of the village
should be including for better functioning.

7.9.2 Establishing Coordination among the GPWSCs Members

The study underlines the urgency to further improve coordination among the
members of the GPWSCs. The compositions of the GPWSCs were designed to
represent the every class of the community. The local politics at village level become
obstacle for participation and coordination among the members. The GPWSCs should
do periodicals meeting so the members can interact with each other, which also are helpful to improve the coordination.

7.9.3 Providing Incentives or Rewards to the GPWSCs Members

The GPWSCs members should be provided some financial incentives or rewards. These incentives or rewards can be helpful in providing positive motivation to the GPWSCs members and help boost the morale of the GPWSCs members and develop a feeling of belongingness among the members towards the project.

7.9.4 Decreasing Workload of the Chairman

The workload of the chairman should be lessened. As per the guidelines of the project, the chairman is entrusted with all the responsibilities ranging from nominations of GPWSC members to maintaining the accounts and records of the committee. He has to convene the meetings, record the minutes and not only this, he is the one who has to compile and submit all the progress reports to the appropriate authorities all by him. It is the sole responsibility of the chairman to maintain the accounts and get all project activities completed as per norms. This is something too much for one individual who is simultaneously expected to take care of general administration of the project apart from day to day work. Thus the study recommends that as the burden on the chairman is too much, there is a need to unburden him by providing a helping hand.

7.9.5 Ensure Regular Periodic Trainings

Periodic trainings are very important for increasing the awareness (thereby the performance) of the members on procedures followed for nominations, formation and functions of GPWSCs. The trainings can further improve the functioning of these bodies and technical requirement of the project at village level. The project have some important technical aspects like tendering for initialization of scheme, quality standard of pipes, water pump etc. The periodic trainings are an important component for capacity building of GPWSCs members, however, the survey revealed that hardly any training on regular basis is held for the GPWSC members.
7.10 Suggestions for Further Research

The focus of the present investigation was on the working of Gram panchayat Water Supply and Sanitation Committees alone in the Ropar district of Punjab. The investigator feels that the study can be extended to other districts of the State along with other Indian States. There is a scope for another study specifically on the problems of the GPWSCs and the suggestions therefrom. Since the sample of the present study was primarily the GPWSCs members, another study is also possible with the respondents drawn from the community people who are not the members of the GPWSCs.