MOBILE ENHANCED HAND PUMP MAINTENANCE INNOVATION - WATERAID INDIA
Characterized by creation of new infrastructure and poor O&M

During 2001-11, dependency on handpump increased to 42% from 41.2% (UP - 63.7% to 67%)

During this period the drinking water coverage slipped back to 82.4% from 86.77%
WHY THIS SLIP BACK AND UNDER COVERAGE

- Increase in population & habitations
- Drinking water sources becoming quality affected.
- Depletion of ground water
- Drinking water supply systems having outlived their life spans or becoming defunct early
- Most importantly frequent hand pump failures
WHY HAND PUMP NOT FUNCTIONAL

- Quality of the infrastructure created
- O&M is transferred to local village government (PRI)
- Limited Management capacity of PRI.
- Absence of control over fund, and availability of skilled mechanics and spare parts
- Information disconnect
- Service centre set up jointly by professionally trained mechanics
- Marketing of services, guaranteed response time and quality of work
- Train community for preventive maintenance.
- Centre coordinate with mechanics and monitor response through mobile network
- Water quality testing
From Jan 11-Feb 12 (14month) period repaired 3728 handpumps benefited 203,875 people

71% of the hand pump restored with in 24 hrs of failure reported.

Increased income for 28 mechanics regularly associated (USD 100-150 /per month)

Ensured continuous access to water for the community
Aided by high mobile connectivity and demand of service, PPP centres achieved the operational sustainability.

70-90% of service charge directly goes to the mechanics and rest is deposited in the A/c of service centre for operational sustainability.

Community ownership is being established.

Community demand the Panchayat for AMC with PPP centre.

Presented as an alternate model to government for Public private partnership for O&M in the rural area.

This business keep the water flowing in rural areas.
CHALLENGE

- Promote entrepreneurship among the mechanics
- Level of Financial integrity at PRI
- Capital investment for setting up the centre - Approximately USD 10000/centre
- Diversification of skills – O&M of rural mini water supply schemes
THANKS