

WATERPOINT SURVEY

(User's perceptions on service delivery from water points - Hand Pump)

Identification of Habitation / Village

	Name	Code		Name	Code
Habitation			Gram Panchayat		
Revenue Village			Mandal		

Purpose:

- To assess the reliability and accessibility to adequate water in summer and non-summer
- Users perception of water quantity and quality
- Observation of drainage around the water point and more generally around the village
- Social barriers to access the water from water points (public stand posts or hand pumps/open wells)
- To understand the Operation and Maintenance Systems existing in the village for WASH service delivery

Process:

- Arrive 1/2 hour earlier than the planned time to gather participants
- Ensure equal representation of men and women in focus groups
- Explain the purpose of focus group discussion
- Ask focus persons and complete the scoring

(Ask users to identify the point on the village base map and indicate its code)

Source code as per village base map _____

Location of Source _____

Type of Source(HP/PSP/OW etc) _____

Year of establishment _____

Capital Expenditure Incurred _____

Number of Households dependent on source _____

Number Households participated in FGD _____

Particulars	Total Number	Men	Women
Number of participants			

1. SERVICE DELIVERY QUALITY: Hand Pumps

1.1 Adequacy of water available in the water point

	Questions	Summer	Non-Summer
1.	Is it easy to operate hand pump? (physical hardship)	Yes/No	Yes/No
2.	Can the pot be filled in 3 minutes (12 liters pot)	Yes/No	Yes/No
Description of Situation: Summer			
Description of Situation: Non-Summer			

Scoring Options	Scores	Summer	Non-Summer
Worst case: In-spite of putting considerable hardship, Quantity is not sufficient for all uses and for all users	0		
Even if the quantity is sufficient, physical hardship is high (so it takes a long time to fill)	25		
Bench mark: physical hardship is moderate and quantity is sufficient for all basic uses (drinking, cooking, washing) for regular users BUT not for additional uses (livestock, kitchen gardens, livelihoods) and for other users	50		
<i>Physical hardship is low</i> , quantity is sufficient for all uses (including additional uses) for regular users BUT not for additional users	75		
Ideal: In addition, there is enough water in the Hand Pump for ALL uses of regular AND additional users	100		

1.2 Dependability of water supply from the Hand Pump

Questions	Summer	Non-Summer
Is the ground water available in adequate quantities?	Yes/No	Yes/No
Are there any breakdowns?	Yes/No	Yes/No
Does GP/MPDO repair the breakdowns?	Yes/No	Yes/No
Description of Situation: Summer		
Description of Situation: Non-Summer		

Scoring Options	Scores	Summer	Non-Summer
Worst case: Not dependable – ground water exhausted, it takes long time for recharge.	0		
Considerable hardship to collect water from hand pump as ground water recharge is low.	25		
Benchmark: Moderate efforts to collect water	50		
<i>In addition</i> , there is an agreed GP/MPDO policy for down time but breakdowns occur for longer periods than agreed for various reasons (e.g., spare parts not available, tools not available, mechanic not available, etc.)	75		
Ideal: Water is available at any point of time and breakdowns are repaired within the stipulated time	100		

1.3 Quality of water from the Hand Pump

Questions	Summer	Non-Summer
1. Is this water used for drinking?	Yes/No	Yes/No
2. Are you satisfied with the quality of water	Yes/No	Yes/No
3. Is there any system for monitoring the quality of water?	Yes/No	Yes/No
Description of Situation: Summer		
Description of Situation: Non-Summer		

Scoring Options	Scores	Summer	Non-Summer
Worst case: Water is unfit for drinking by humans OR animals	0		
Water is used for drinking by humans but complaints of bad smell, bad taste or colour or appearance (e.g., muddiness)	25		
Benchmark: No complaints by users (not even muddiness)	50		
<i>In addition</i> , users are aware that RWSS officials have certified that there are no quality problems at the water point	75		
Ideal: <i>In addition</i> , water quality has been tested independently using a water quality testing kit (e.g., by Village School Students or Panchayat Water Man) and no quality complaints found	100		

1.4 Water stagnation around the Hand Pump

Questions	Summer	Non-Summer
1. Is excess water flows freely in all seasons?	Yes/No	Yes/No
2. Are you happy with surroundings of Hand Pump ?	Yes/No	Yes/No
3. Have you tried to improve the cleanliness around Hand Pump ?	Yes/No	Yes/No
Description of Situation: Summer		
Description of Situation: Non-Summer		

Scoring Options	Scores	Summer	Non-Summer
Worst case: Large stagnant water pool and overflow, no platform	0		
Platform exists but broken or dirty and there is stagnant water and overflow	25		
Bench mark: Good finished water point, clean environment, no visible pollution around the water point BUT not drained to water trees or kitchen gardens and repairs not done promptly	50		
Water is properly drained into the main drain without any blockages or stagnation, but damage not repaired promptly	75		
Ideal: Water runs through a proper drain and is used to water trees or kitchen gardens AND repairs are done promptly in case of damage to drain or platform	100		

1.5 Social barriers to access the water from the Hand Pump

Questions	Summer	Non-Summer
1. Are the members of defined user group taking water?	Yes/No	Yes/No
2. Are outsiders of defined user group (caste / class) allowed to take water?	Yes/No	Yes/No
3. Is there any restriction for taking water?	Yes/No	Yes/No
Description of Situation : Summer		
Description of Situation : Non-Summer		

Scoring Options	Scores	Summer	Non-Summer
Worst case: Some beneficiaries not allowed to use the water point based on their caste or class specifications – at all times	0		
Some beneficiaries not allowed to use the water point based on their caste or class specifications – at some times	25		
Benchmark: No social barriers for beneficiary group, but some restriction on outsiders using the water point	50		
<i>In addition</i> , selected outside users are permitted to take water BUT only when excess capacity is available	75		
Ideal: No restriction on water use, even for outsiders from any class or caste categories	100		

1.6 Break down time for repairs to the Hand Pumps

Description of Situation: Summer

Description of Situation: Non-Summer

S.No.	Month	Was the water point out of order?	Number of times the water point was out of order?	Number of days under repair no supply as a result
1	Dec 2009	YES / NO		
2	Nov 2009	YES / NO		
3	Oct 2009	YES / NO		
4	Sep 2009	YES / NO		
5	Aug 2009	YES / NO		
6	Jul 2009	YES / NO		
7	Jun 2009	YES / NO		
8	May 2009	YES / NO		
9	April 2009	YES / NO		

Scoring Options	Scores	Summer	Non-Summer
Worst case: In the last summer and non-summer period, the water point was out of order for more than 2 weeks at least once	0		
The water point was out of order for 1 – 2 weeks at least once	25		
Bench mark: The water point was out of order for only 4 – 6 days at a time	50		
Water point was out of order for only 2 - 3 days at a time	75		

1.7 Panchayat response to problems with the Hand Pump

Questions	Summer	Non-Summer
1. Do you complain on non-functional/break down of hand pump?	Yes/No	Yes/No
2. Does GP/MPDO respond to your complaint?	Yes/No	Yes/No
3. Is there any policy and system for addressing complaint at GP/MPDO level?	Yes/No	Yes/No
4. Is the system functioning as per policy?	Yes/No	Yes/No
Description of Situation: Summer		
Description of Situation: Non-Summer		

Scoring Options	Scores	Summer	Non-Summer
Worst case: Panchayat takes no action on complaints	0		
Listens, takes decision to act but no follow up and hence no result	25		
Benchmark: Listens and acts and results come, but no Panchayat policy on agreed down time of water point	50		
There is a Panchayat policy on agreed down time of water point but actual down time is longer than agreed down time	75		
Ideal: Panchayat has a policy on agreed down time and it is followed	100		

Signature of the Supervisor

Date:

Signature & Address of the field Investigator