

Water Supply and Sanitation Department, Government of Maharashtra.

The Water Supply and Sanitation Department (WSSD) of the Government of Maharashtra is responsible for ensuring the provision of clean drinking water and sanitation services across the state's rural areas

Key Agencies and Initiatives:

- **State Water and Sanitation Mission (SWSM):**
 - Tasked with implementing the Jal Jeevan Mission in Maharashtra, SWSM aims to provide Functional Household Tap Connections (FHTC) to every rural household by 2024, ensuring safe and adequate drinking water accessibility.
- **Maharashtra Jeevan Pradhikaran (MJP):**
 - Established in 1976 as the Maharashtra Water Supply and Sewerage Board and renamed in 1997, MJP focuses on the rapid development and regulation of water supply and sewerage services state-wide. Its responsibilities include planning, designing, and implementing water supply and sewerage schemes, as well as assisting local bodies and the state government in water management.
- **Groundwater Surveys and Development Agency (GSDA):**
 - Established in 1972, GSDA focuses on the assessment and development of groundwater resources in the state, ensuring sustainable utilization of this vital resource. Almost 80% of the drinking water sources are groundwater dependent and majority of these sources are within the recharge and storage areas. The groundwater resource being space, time and depth specific, the sustainability of groundwater dependent drinking water sources is of utmost importance for the State. Accordingly, Government has decided to give priority to the source sustainability. Hence the role of GSDA is very important in the drinking water of the State. Since the last 36 years, G.S.D.A. is engaged in the development and management of groundwater resources in the State through various schemes. The main aim is to provide safe and potable drinking water to the community. The work pertaining to drinking work, carried out by GSDA.
- **Maharashtra Environmental Engineering Training and Research Academy (MEETRA):**
 - Nashik Research and Training Centre (NRTC) was renamed as Maharashtra Environmental Engineering Training and Research Academy (MEETRA). Institute was established in 1984 with the help of World Bank. MEETRA is an autonomous institute of Maharashtra Jeevan Pradhikaran.

Notable Programs:

- **Jal Jeevan Mission (JJM):**
 - A flagship program by the Ministry of Jal Shakti, Government of India, JJM aims to provide Functional Household Tap Connections (FHTC) to every rural household by 2024. In Maharashtra, the mission is being implemented by the State Water and Sanitation Mission (SWSM) under the Water Supply and Sanitation Department.
- **Jalyukt Shivar Abhiyan:**

- Launched in 2016, this water conservation scheme aims to make Maharashtra drought-free by implementing measures such as deepening and widening streams, constructing cement and earthen stop dams, and rejuvenating water bodies.

Maha Jal Samadhan Public Grievance Redressal System:

The Maha Jal Samadhan Public Grievance Redressal System is an initiative by Water Supply and Sanitation Department to address and resolve grievances related to drinking water supply of the rural areas. This platform allows citizens to lodge complaints regarding water supply service-related issues in their areas. Under the Maha Jal Samadhan Public Grievance Redressal System, rural communities can easily lodge their water supply-related complaints through the web portal and mobile application. This system ensures that citizens in rural areas have access to raise concerns regarding water issues. In the near future, the department plans to provide a toll-free number, making it even easier for rural citizens to register complaints and seek assistance without incurring any costs.

- **Key Features:**

1. Online Grievance Registration:

- Citizens can register their complaints online via the official portal.
- It is designed to make the process more transparent and accessible.

2. Grievance Categories:

- The system allows complaints in various categories related to water supply:
 - Non-supply or low pressure in drinking water.
 - Quality issues with water (e.g., contamination, color, or odor).
 - Leakage in water pipelines.
 - Other water-related issues such as broken infrastructure, etc.

3. Tracking the Status of Complaints:

- Once a complaint is lodged, users can track the status of their grievance online in realtime.
- The portal provides updates on the progress of the complaint resolution.

4. Response Time:

- The system provides expected timelines for grievance resolution, ensuring timely action

5. Escalation Mechanism:

- If the grievance is not resolved within the specified time, there is an option for escalation to higher authorities for faster resolution.

- **Benefits of Maha Jal Samadhan System:**

- ➤ Transparency: Citizens can track their grievances and monitor the progress of resolution.

- ➤ Accountability: The system ensures that government agencies are held accountable for addressing public grievances.
- ➤ Efficiency: By facilitating online submission and real-time tracking, the system reduces the time needed to resolve complaints.
- ➤ Accessibility: It makes it easy for residents of rural and urban Maharashtra to lodge complaints and get the necessary help for water-related issues.