

Standard Operating Procedure for delivering safe drinking water through tanks during summer – with community participation

Fall in water levels during summer season often results in reduction in supply and duration of piped water supply. In such emergency situation, it is often necessary to quickly augment water supply to the affected areas through tankers and water tanks.

Type of tank

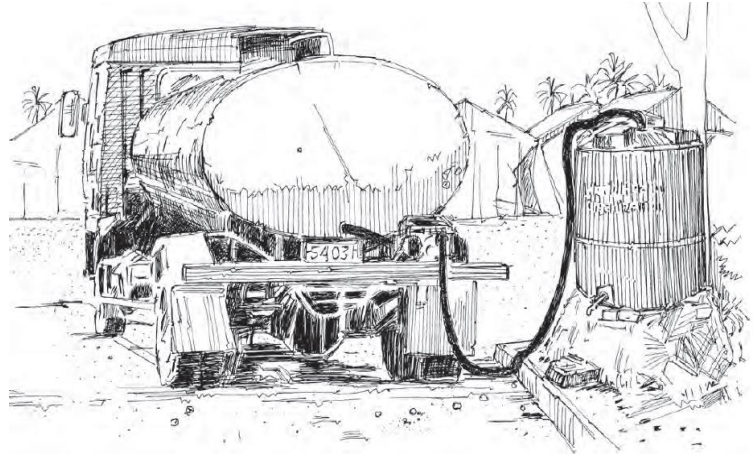
During summer season or an emergency situation, Public Health Engineering Organisation (PHEO) has to step up supply of drinking water through deployment of PVC water storage tanks in various parts of the city/town.

Normally, the white coloured water tank of 1000-1500 litres capacity should be deployed for water supply. To reduce temperature due to exposure to sun, existing black coloured tanks shall be painted white.

Selection of location

The location of water tanks shall be selected in the following order of priority by the Ward Water User & Management Committee in consultation with the public, and shall be communicated to PHEO for finalization:

- In existing designated hotspots of PHEO where scarcity of water is high;
- In high density areas identified based on the applications received through Jal-Jogan Mela.
- In places of public congregation such as railway stations, bus-stands, markets etc.



The location of the tank shall be selected in a manner that the whole community can easily access the same.

Note: In such places with high floating population, the urban local body may mobilize CSR funds/SHGs to install and maintain integrated water filters for providing clean drinking water.

Operation

The number of tankers and the frequency of trips needed for regular filling of the tanks shall be determined on the basis of Action Plan prepared by the PHEO in consultation with the Ward Water User & Management Committee.

To ensure implementation of the plan,

- PHEO will deploy adequate no. of water tankers (departmental or hired). All water tankers will be fitted with GPS devices to track vehicle movement, which will be procured, used and kept in custody of PHEO after the season is over and be reused next year.

- A route chart indicating the water loading points and all delivery points shall be prepared taking into account the availability of water and proximity to the PHEO pumping stations. The route map should be painted/stickered on both sides of the tanker for effective public disclosure.

Note: PHEO shall ensure that the refilling through tankers is done during early hours so as to ensure availability of water for the morning requirements.

Maintenance

Regular tank maintenance, repair and cleaning shall be ensured by the Ward Water User & Management Committee or SHGs. The Committee shall also carry out regular public awareness campaigns about the effective water use & to prevent wastage of water and public participation in monitoring the supply.

Monitoring

PHEO shall constitute a dedicated Planning and Monitoring team for ensuring adequate supply of water during

summer and to address any emergency situation. The team will be responsible for coordination with the ULBs and the Ward Water User & Management Committee for regular drinking water supply.

The team shall also create a dedicated helpline number to register the needs/grievances of the public in relation to water supply. The helpline number shall be adequately disseminated for public information (e.g. on PHEO/ULB website, tanks, tankers etc.)

Quality Assurance

- a. Each water tanker both departmental or hired tankers in either case, must be cleaned and disinfected before being used daily;
- b. All supply tanker and storage tanks must be covered and fitted with an access point with a lockable lid;
- c. A mixture of detergent and hot water is to be used to scrub and clean all internal surfaces of the tanks and tankers. Then tankers be rinsed with bleaching powder solution for disinfection.

X Don'ts

- **Not to position tanks in locations such that it favours a individual household /influential person**
- **Tankers to not discharge water to individual pots/vessels of public on the streets in queue system**
- **Tankers to not discharge water in**
 - **hotels/restaurants**
 - **kalyan mandaps**
 - **individual houses******This will invite penal action****

Responsibility

PHEO

- a. **Finalise locations for deployment of water tanks and subsequently place them**
- b. **Develop an Action Plan with Route map of tankers for ensuring regular supply to tanks**
- c. **Set up a dedicated planning and monitoring team for effective water supply**
- d. **Conduct water quality tests of the water supplied by PHEO & various private bodies**

Ward Water User & Management Committee

- a. **Recommend locations for installation of water tanks**
- b. **Monitor the operation of tankers and tanks on a daily basis**
- c. **Ensure cleanliness, maintenance and repair of tanks to stop wastage of water**
- d. **Coordinate with planning and monitoring team for effective water supply**
- e. **Create public awareness about effective water use**

ULB

- a. **Supplement the efforts of PHEO to supply drinking water through installation of integrated water filter at places of public congregation**

✓ Do's

- **Location of the tanks should be selected after consultation with the public**
- **New tanks which will be procured will be white in colour. Existing tanks should be painted in white.**
- **Ensure adequate availability of water tankers for supply to the tanks**
- **As far as possible, the supply of water be ensured in early hours**
- **Set up a helpline no. for public to raise grievances**
- **Tankers to discharge water only to the tanks positioned by the PHEO**