संघ राज्य प्रशासन, लद्दाख

जन स्वास्थ्य अभियांत्रिकी/
सींचाई एवं बाढ़ नियंत्रण वभिाग

सत्यमेव जयते

THE ADMINISTRATION OF
UNION TERRITORY OF LADAKH

PHE/I&FC DEPARTMENT

File. No. M/3395/2026-JJM PMU (C. No. 47753)

ई-मेल/email:admsecypheinfc@gmail.com यूटी सचविालय, लेह/UT Secretariat, Leh,

Dated:09.11.2026.

Subject: **Performance Benchmarking of Village Water and Sanitation Committees (VWSCs) designated as Micro-Utilities under the Comprehensive Implementation and Reform Plan (CIRP) Reform Matrix 2.2.4 of Jal Jeevan Mission (JJM) 2.0 - reg.**

Order No. 127-LA(PHE/I&FC) of 2026,
Dated:09.11.2026.

Whereas, the PHE/I&FC Department, UT of Ladakh has signed the Memorandum of Understanding (MoU) with the National Jal Jeevan Mission (NJJM), Department of Drinking Water & Sanitation, Ministry of Jal Shakti, Government of India, for implementation of the Jal Jeevan Mission (JJM) 2.0 in the Union territory of Ladakh; and

Whereas, the JJM 2.0 Operational Guidelines, under Section 2.2.6 -Benchmarking of Water Utilities and the Comprehensive Implementation and Reform Plan (CIRP) Reform Matrix (Reform 2.2.4), provide for periodic performance benchmarking of Village Water and Sanitation Committees (VWSCs) functioning as Micro-Utilities for operation and maintenance of in-village rural drinking water supply systems; and

Whereas, the District Technical Units (DTUs) have been constituted by the PHE/I&FC Department, UT of Ladakh to provide technical support, monitoring and capacity building for implementation of Jal Jeevan Mission 2.0.

Now, therefore, in pursuance of the provisions of the JJM 2.0 Operational Guidelines, the following directions are hereby issued:

1. Performance Benchmarking -

The performance of every Village Water and Sanitation Committee (VWSC) functioning as a Micro-Utility shall be assessed twice every financial year (biannually) by the respective District Technical Unit (DTU).

2. Assessment Framework -

The assessment shall be carried out strictly in accordance with the Performance Benchmarking Checklist/Assessment Format enclosed as ***Annexure-I***, and as amended by the Department from time to time.

3. Reporting -

i. The DTU shall prepare a detailed assessment report for each Micro-Utility after every biannual assessment.

ii. The assessment findings, observations and recommendations shall be submitted to the concerned District Water and Sanitation Mission (DWSM) for review and necessary action.

iii. The DWSM shall review the assessment reports and issue suitable directions to the concerned VWSCs for improvement in service delivery and operation & maintenance.

iv. A consolidated district-wise performance report shall be submitted by the DTU to the State Water and Sanitation Mission (SWSM)/PHE and I&FC Department after each assessment cycle.

4. Corrective Action

The concerned VWSCs shall take corrective measures on the observations made during the assessment within the timelines prescribed by the DWSM. The compliance shall be verified during the subsequent assessment.

By Order of the Administration of UT of Ladakh.

Sd/-

(Shurbir Singh) IAS,
Commissioner/Secretary,
PHE/I&FC Department, UT of Ladakh.

Copy to the:

1. Secretary, Department of Drinking Water & Sanitation, Ministry of Jal Shakti, Government of India.
2. Mission Director, NJJM, DDWS, Ministry of Jal Shakti, Government of India.
3. Divisional Commissioner, Union territory of Ladakh.
4. Joint Secretary (JKL), Ministry of Home Affairs, Government of India.
5. Secretary to the Hon'ble Lieutenant Governor, UT of Ladakh.
6. All Deputy Commissioners (Chairman, DWSM), UT of Ladakh.
7. Chief Engineer, PHE/I&FC Department, UT of Ladakh.
8. Superintending Engineer/All Executive Engineers of PHE/I&FC Department.
9. Joint Director, Information, UT of Ladakh, for wide publicity in local media.
10. OSD to the Chief Secretary, UT of Ladakh, for information of the Chief Secretary.
11. In-charge NIC, Ladakh, for uploading on the official website.
12. Office order file/e-file.

(Dr. Mohammad Usman Khan) JKAS,
Additional Secretary,
PHE/I&FC Department, UT of Ladakh.
Dated:09.11.2026

ANNEXURE-I

Brief: Jal Jeevan Mission (JJM) 2.0 shifts focus to performance-linked utility governance, defining rural water schemes in Ladakh as Micro-Utilities managed by Village Water and Sanitation Committees. A performance benchmarking framework is proposed, focusing on winter-resilient service level benchmarks (SLBs) including 55 LPCD supply, 100% functionality down to -30°C.

Performance Benchmarking Checklist for Micro-Utility

Union Territory of Ladakh

Assessment Frequency: Half-Yearly (April–September & October–March)

Assessment Agency: District Technical Unit (DTU)

Verification Authority: Executive Engineer, PHE/I&FC Department

Maximum Score: 100 Marks

PART–A.1: General Information

Particular	Details
District	
Block	
Gram Panchayat	
Village	
Scheme Name	
Scheme ID	
RPWSS ID	
Sujal Gaon ID	
Type of Scheme	**Gravity / Pumping / Solar Pumping / Hybrid**
Year of Commissioning	
Population Covered	
Total Households	
Functional Household Tap Connections (FHTCs)	
Service Level (LPCD)	
Source Type	**Spring / River / Borewell / Dug Well / Glacier-fed / Others**
Date of Assessment	
Name of DTU Assessor	

PART–A.2: Asset Inventory

Asset	Quantity / Capacity	Remarks
No. of Water Sources		
Source Type (Spring/Borewell/River etc.)		
Intake Structures		
Collection Tanks		
Break Pressure Tanks		
Clear Water Reservoirs		
Ground Level Service Reservoirs (GLSR)		
Distribution Chambers		
Sluice Valve Chambers		
Air Valve Chambers		
Scour Valve Chambers		
Total Length of Transmission Main (km)		
Total Length of Distribution Network (km)		
Household Connections		

PART–A.3: Electromechanical Assets

Asset	Number	Capacity	Working Condition
Centrifugal Pumps			
Submersible Pumps			
Vertical Turbine Pumps			
Booster Pumps			
Pump Motors			
Pump Control Panels			
Chlorination Units			
Flow Meters			
Pressure Gauges			



PART–A.4: Electromechanical Assets

Asset	Number	Capacity	Working Condition
Distribution Transformers			
LT Panels			
HT Panels			
DG Set / Generator			
UPS / Battery Backup			

PART–A.5: Electromechanical Assets

Asset	Number	Capacity	Working Condition
Solar Pumping System			
Solar PV Panels		kWp	
Solar Inverter		kVA	
Battery Bank		Ah / kWh	
Solar Controller			

PART–A.6: Asset Condition Assessment

Parameter	Yes	No	Remarks
Asset Register Available	☐	☐	
GIS Mapping Completed	☐	☐	
Asset ID Displayed	☐	☐	
Preventive Maintenance Schedule Available	☐	☐	
O&M Manual Available	☐	☐	
Spare Parts Available	☐	☐	
Safety Equipment Available	☐	☐	



PART–B: Performance Indicators

A. Governance & Institutional Performance (15 Marks)

Sl.	Indicator	Benchmark	Marks	Remark
1	VWSC constituted and notified	Yes	1	
2	Minimum 50% women members	Yes	1	
3	Monthly VWSC meetings conducted	12 meetings/year	2	
4	Meeting proceedings maintained	Updated	1	
5	Annual O&M Plan approved	Available	2	
6	Village Water Security Plan available	Updated	2	
7	Asset Register maintained	Updated	2	
8	Complaint Register maintained	Updated	2	
9	Information board displayed	Updated	2	

Total = 15 Marks

B. Service Delivery Performance (25 Marks)

Sl.	Indicator	Benchmark	Marks	Remark
1	Functional Household Tap Connections	>98%	4	
2	Daily Water Supply	100% days	4	
3	Minimum Service Level	55 LPCD or scheme design	4	
4	Supply Duration achieved	As designed	3	
5	Supply Reliability	>95%	3	
6	Breakdowns restored within 24 hrs	>90% cases	3	
7	Consumer complaints resolved within 72 hrs	>90%	2	
8	Household satisfaction	>90%	2	

Total = 25 Marks



C. Water Quality & Public Health (20 Marks)

Sl.	Indicator	Benchmark	Marks	Remark
1	Residual chlorine maintained	As per standards	3	
2	FTK testing conducted	Weekly	3	
3	Laboratory testing completed	Monthly/Quarterly	3	
4	Water Quality Register maintained	Updated	2	
5	Sanitary Inspection completed	Half-yearly	2	
6	Water Safety Plan implemented	Yes	2	
7	Corrective action taken on contamination	Within stipulated time	3	
8	Consumer awareness activities	Conducted	2	

Total = 20 Marks

D. Operation & Maintenance (20 Marks)

Sl.	Indicator	Benchmark	Marks	Remark
1	Preventive maintenance carried out	As schedule	3	
2	Valve operation records maintained	Updated	2	
3	Pump maintenance completed	Monthly	2	
4	Leakages repaired promptly	<48 hrs	2	
5	Storage reservoirs cleaned	Twice annually	2	
6	Distribution network inspected	Quarterly	2	
7	Spare parts inventory maintained	Available	2	
8	Energy consumption monitored	Monthly	2	
9	O&M logbook maintained	Updated	3	

Total = 20 Marks

E. Financial Management (10 Marks)

Sl.	Indicator	Benchmark	Marks	Remark
1	Separate VWSC bank account	Operational	2	
2	Cash book updated	Monthly	2	
3	User charges collected	>80%	2	
4	Annual financial statement prepared	Yes	2	
5	O&M expenditure recorded	Updated	2	

Total = 10 Marks

F. Sustainability & Climate Resilience (10 Marks)

Sl.	Indicator	Benchmark	Marks	Remark
1	Source sustainability measures implemented	Yes	2	
2	Catchment protection carried out	Yes	2	
3	Snow harvesting/recharge measures	Functional	1	
4	Greywater management system	Functional	1	
5	Emergency response plan available	Yes	2	
6	Climate-resilient O&M measures	Implemented	2	

Total = 10 Marks

PART–C: Special Indicators for Ladakh (Additional Observations)

These observations should also be recorded by the DTU and may be used for improvement planning or additional state-specific scoring.

Indicator	Status
Pipelines protected against freezing	□ Yes □ No
Insulation of exposed pipelines adequate	□ Yes □ No
Solar pumping system functional	□ Yes □ No □ N/A
Backup power arrangement available	□ Yes □ No
Storage reservoir insulation adequate	□ Yes □ No
Winter water supply continuity maintained	□ Yes □ No
Emergency water storage available	□ Yes □ No
Spring/Glacier source monitored	□ Yes □ No
Remote habitation supplied regularly	□ Yes □ No

PART–D: Performance Grading

Score	Grade	Performance Level
90–100	Platinum	Excellent
80–89	Gold	Very Good
70–79	Silver	Good
60–69	Bronze	Satisfactory
Below 60	Needs Improvement	Corrective Action Required



PART–E: DTU Observations

1. Major strengths of the Micro Utility

2. Key deficiencies observed

3. Corrective actions required

4. Capacity-building requirements

5. Recommended timeline for compliance

PART–F: Certification

Signature	Designation
DTU Assessor Name	District Technical Unit
VWSC Chairperson Name	Micro Utility
Gram Panchayat Representative Name	Member

Note: The District Technical Unit (DTU) shall prepare a detailed annual calendar for the assessment of each **Micro Utility**, ensuring that each utility is assessed **twice every year**. The findings and observations of these assessments shall be compiled and presented to the **District Water and Sanitation Mission (DWSM)** on a **half-yearly basis** for review and necessary action.

****