

GOVERNMENT OF INDIA
MINISTRY OF JAL SHAKTI
DEPARTMENT OF DRINKING WATER & SANITATION
LOK SABHA

UNSTARRED QUESTION NO. 3979

ANSWERED ON 19/12/2024

AVERAGE SATISFACTION RATE UNDER JJM

3979. SHRI KRISHNA PRASAD TENNETI

Will the Minister of JAL SHAKTI be pleased to state:

- (a) the average satisfaction rate at the national level including Andhra Pradesh under the Jal Jeevan Mission (JJM);
- (b) the name of the States below the national average and the number of districts in Andhra Pradesh below the State average; and
- (c) the details of financial assistance provided/being provided in order to enhance their satisfaction rate, State-wise including Andhra Pradesh?

ANSWER

MINISTER OF STATE FOR JAL SHAKTI

(SHRI V. SOMANNA)

- (a) and (b) Since August, 2019, Government of India, in partnership with States/UTs, is implementing Jal Jeevan Mission (JJM) to make provision of tap water supply to every rural household in the country.

As per operational guidelines for the implementation of JJM, a third-party functionality assessment is carried out by the Government of India across the States/UTs. Reports are shared with the States/ UTs including Andhra Pradesh for taking corrective action, if any. The results of the functionality assessment report 2022 under JJM shows that the satisfaction level of the users on regularity and quality parameters of water supply was 83% and 82% respectively in the country. Similarly, in Andhra Pradesh, the survey shows that the user satisfaction level on regularity and quality parameters of water supply was 88% and 84% respectively. The detailed national report and state-wise functionality assessment report 2022 is in public domain that can be accessed using weblink <https://jaljeevanmission.gov.in/functionality-reports>.

Based on the results of the functionality assessment of household tap connections under JJM 2022, the states where user satisfaction rate is below the national average on both regularity and quality parameters are Assam, Chhattisgarh, Jharkhand, Ladakh, Madhya Pradesh, Odisha and Uttar Pradesh. The details of user satisfaction rate on regularity and quality parameters, State/UT wise is at **Annex-I**.

- (c) Under JJM, the funds are allocated to the States/ UTs as per criteria mentioned in the operational guidelines for the implementation of JJM. Therefore, funds are not released separately for enhancing the satisfaction rate of users/ beneficiaries. The State/ UT-wise details of funds allocated and fund drawn during 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25 is at **Annex-II**.

Annex referred in the reply to part (b) of Lok Sabha Unstarred Question No. 3979 for reply on 19.12.2024

State/UT-wise user satisfaction rate (based on Functionality Assessment, 2022)

S. No.	State/ UT	User satisfaction on regularity parameter (%)	User satisfaction on quality parameter (%)
1.	A&N Islands	87	88
2.	Andhra Pr.	88	84
3.	Arunachal Pr.	96	97
4.	Assam	72	76
5.	Bihar	89	88
6.	Chhattisgarh	74	74
7.	DNH & DD	96	96
8.	Goa	98	97
9.	Gujarat	93	95
10.	Haryana	88	81
11.	Himachal Pr.	92	95
12.	J&K	80	82
13.	Jharkhand	63	65
14.	Karnataka	92	87
15.	Kerala	87	87
16.	Ladakh	65	75
17.	Madhya Pr.	74	77
18.	Maharashtra	84	85
19.	Manipur	93	96
20.	Meghalaya	91	93
21.	Mizoram	99	99
22.	Nagaland	90	96
23.	Odisha	75	70
24.	Puducherry	93	86
25.	Punjab	89	88
26.	Rajasthan	86	86
27.	Sikkim	86	94
28.	Tamil Nadu	95	91
29.	Telangana	98	97
30.	Tripura	83	62
31.	Uttar Pr.	58	59
32.	Uttarakhand	83	87
33.	West Bengal	85	85
National Average		83	82

Annex referred in reply to part (c) of Lok Sabha Unstarred Question No. 3979 for reply on 19.12.2024

Jal Jeevan Mission: Central fund allocated and fund drawn during 2019-20, 2020-21, 2021-22, 2022-23, 2023-24 and 2024-25 (as on 16.12.2024)

(Amount in Rs. Crore)

S. No.	State/ UT	2019-20		2020-21		2021-22		2022-23		2023-24		2024-25	
		Fund allocated	Fund drawn	Fund allocated	Fund drawn	Fund allocated	Fund drawn	Fund allocated	Fund drawn	Fund allocated	Fund drawn	Fund allocated	Fund drawn
1.	A & N Islands	1.78	0.50	2.93	1.46	8.26	2.06	9.15	2.16	7.52	3.76	2.98	ND
2.	Andhra Pr.	372.64	372.64	790.48	297.62	3,182.88	791.06	3,458.20	ND	6,530.49	793.57	2,520.97	ND
3.	Arunachal Pr.	132.55	177.47	254.85	344.85	1,013.53	1,555.53	1,116.35	1,116.35	1,057.11	771.21	217.82	65.35
4.	Assam	694.95	442.36	1,608.51	551.77	5,601.16	4,200.87	6,117.61	4,588.21	10,351.68	6,204.00	5,198.78	2,059.63
5.	Bihar	787.31	417.35	1,839.16	353.60	6,608.25	ND	4,766.90	ND	-	ND	-	ND
6.	Chhattisgarh	208.04	65.82	445.52	334.14	1,908.96	477.24	2,223.98	2,223.98	4,485.60	2,885.56	1,277.27	191.59
7.	Goa	7.57	3.08	12.41	6.20	45.53	22.77	49.98	ND	11.25	11.25	4.32	ND
8.	Gujarat	390.31	390.31	883.08	983.08	3,410.61	2,557.96	3,590.16	3,590.16	2,982.85	2,237.14	2,420.14	ND
9.	Haryana	149.95	149.95	289.52	72.38	1,119.95	559.98	1,157.44	463.00	1,053.44	526.72	462.03	ND
10.	Himachal Pr.	148.67	205.83	326.20	547.48	1,262.78	2,012.78	1,344.94	1,344.94	379.67	402.34	916.53	137.48
11.	Jammu & Kashmir	322.03	322.03	681.77	53.72	2,747.17	604.18	3,039.11	1,439.50	9,611.31	3,267.12	2,112.86	633.86
12.	Jharkhand	267.69	291.19	572.24	143.06	2,479.88	512.22	2,825.52	2,119.14	4,722.76	2,875.35	2,114.22	ND
13.	Karnataka	546.06	546.06	1,189.40	446.36	5,008.80	2,504.40	5,451.85	2,725.93	12,623.37	4,966.62	3,804.41	570.66
14.	Kerala	248.76	101.29	404.24	303.18	1,804.59	1,353.44	2,206.54	2,206.54	1,342.36	671.18	1,949.36	974.68
15.	Ladakh	166.65	67.86	352.09	ND	1,429.96	340.68	1,555.77	382.76	477.11	131.07	624.78	93.72
16.	Lakshadweep	-	-	-	-	-	-	36.99	9.25	39.63	19.82	0.75	0.38

S. No.	State/ UT	2019-20		2020-21		2021-22		2022-23		2023-24		2024-25	
		Fund allocated	Fund drawn	Fund allocated	Fund drawn	Fund allocated	Fund drawn	Fund allocated	Fund drawn	Fund allocated	Fund drawn	Fund allocated	Fund drawn
17.	Madhya Pr.	571.60	571.60	1,280.13	960.09	5,116.79	3,837.59	5,641.02	2,820.51	10,297.86	5,419.90	4,044.70	2,622.35
18.	Maharashtra	847.97	345.28	1,828.92	457.23	7,064.41	1,666.64	7,831.25	3,915.62	21,465.88	7,444.26	5,352.93	1,605.88
19.	Manipur	67.69	91.17	131.80	141.80	481.19	601.19	512.05	256.03	110.54	ND	-	ND
20.	Meghalaya	86.02	43.01	174.92	184.92	678.39	1,078.39	747.76	1,047.00	3,567.25	1,500.00	653.60	196.08
21.	Mizoram	39.87	68.05	79.30	104.30	303.89	303.89	333.91	448.58	425.46	303.10	45.09	6.76
22.	Nagaland	56.49	56.49	114.09	85.57	444.81	333.61	484.28	484.28	366.86	314.90	39.75	5.96
23.	Odisha	364.74	364.74	812.15	609.11	3,323.42	2,492.56	3,608.62	1,768.73	2,108.54	2,108.54	2,455.94	368.39
24.	Puducherry	2.50	ND	4.64	1.06	30.22	7.47	17.83	ND	15.39	1.00	12.58	ND
25.	Punjab	227.46	227.46	362.79	ND	1,656.39	402.24	2,403.46	ND	479.02	119.76	644.54	ND
26.	Rajasthan	1,301.71	1,301.71	2,522.03	630.51	10,180.50	2,345.08	13,328.60	6,081.80	3,019.94	250.00	11,061.46	1,659.22
27.	Sikkim	15.41	26.15	31.36	39.36	124.79	194.79	136.17	188.92	634.55	251.61	124.50	18.67
28.	Tamil Nadu	373.87	373.10	921.99	690.36	3,691.21	614.35	4,015.00	872.96	3,615.56	2,617.10	2,438.89	731.67
29.	Telangana	259.14	105.52	412.19	82.71	1,653.09	ND	1,657.56	ND	-	ND	-	ND
30.	Tripura	107.64	145.37	156.61	117.46	614.09	714.09	666.97	849.91	1,773.40	744.18	736.75	221.03
31.	Uttar Pr.	1,206.28	1,513.14	2,570.94	1,295.47	10,870.50	5,435.25	12,662.05	9,496.54	20,884.45	16,947.00	12,621.95	6,310.98
32.	Uttarakhand	170.53	170.53	362.58	271.93	1,443.80	1,082.85	1,612.50	1,209.38	4,689.69	1,890.66	1,016.80	508.40
33.	West Bengal	995.33	994.75	1,614.18	807.08	6,998.97	1,404.61	6,180.25	3,090.12	3,806.29	4,206.29	5,049.98	2,524.99

Source: JJM - IMIS

ND: Not Drawn

NR: Not Reported