

GOVERNMENT OF INDIA
MINISTRY OF JAL SHAKTI
DEPARTMENT OF DRINKING WATER AND SANITATION

LOK SABHA
STARRED QUESTION NO.269
ANSWERED ON 07/08/2025

COMPLAINTS UNDER JJM

*269. MS. PRANITI SUSHILKUMAR SHINDE:
SHRI BENNY BEHANAN:

Will the Minister of JAL SHAKTI be pleased to state:

- (a) the number of villages and families in each State that have an operational faucet of water under the Jal Jeevan Mission (JJM) as on June, 2025;
- (b) whether the Government has received complaints about defective faucets or insufficient water supply under JJM and if so, the details thereof, State and district-wise; and
- (c) the steps taken/being taken by the Government to address implementation gaps and ensure the quality of water?

ANSWER

MINISTER OF JAL SHAKTI
(SHRI C R PATIL)

- (a) to (c): A Statement is laid on the table of the House.

**STATEMENT REFERRED TO IN REPLY TO PARTS (A) TO (C) IN RESPECT OF
LOK SABHA STARRED QUESTION NO.269 FOR REPLY ON 07.08.2025
REGARDING COMPLAINTS UNDER JJM ASKED BY MS. PRANITI
SUSHILKUMAR SHINDE AND SHRI BENNY BEHANAN**

(a) Since August, 2019, Government of India, in partnership with States/ UTs, is implementing Jal Jeevan Mission (JJM) to make provision of potable tap water supply in adequate quantity, of prescribed quality on regular & long-term basis to every rural household in the country.

At the start of JJM, only 3.23 crore (16.71%) rural households were reported to have tap water connections which, as on 30.06.2025, increased to 15.66 crore (80.89%) as reported by States/ UTs. Further, around 2.63 lakh villages are reported as 'Har Ghar Jal' i.e. 100% rural households are having tap water supply. The State/ UT-wise details of rural households with tap water connections and the number of Har Ghar Jal villages reported, are **annexed**.

(b) Water is a state subject and, therefore, the primary responsibility for planning, implementation, and operation & maintenance (O&M) of piped water supply schemes to provide tap water to rural households, lies with the respective State/UT Government. As such, grievances/ complaints, etc. *inter alia* including defective taps and insufficient water supply under JJM are handled and disposed of at the State/ UT level. Such complaints/ representations as and when received in this department are forwarded to the state government for taking necessary corrective measures. In addition, citizens can also lodge their grievances on Centralised Public Grievance Redress and Monitoring System (CPGRAMS), online portal of Government of India, which forwarded to concerned States for taking corrective action. The district-wise details of complaints related to tap water supply are maintained at State level.

(c) States have informed that lack of dependable drinking water sources in water stressed, drought prone and desert areas, presence of geo genic contaminants in ground water, uneven geographical terrain, scattered rural habitations, delay in release of the matching State share in some States, lack of technical capacity with implementing agencies, Gram Panchayats and local communities to plan, manage, operate & maintain the water supply schemes, delay in obtaining statutory/ other clearances, etc. are few of problems being faced in the implementation of the mission.

To address the challenges holistically and overcome these, Government of India has taken a number of steps, *inter alia* including implementation of Special Assistance to States for Capital Expenditure through M/o Finance for financial assistance as 50-year interest free loan for capital investment projects; nomination of a nodal officer in the Department for coordinating with Central nodal Ministries/ Departments/ agencies to facilitate the States in obtaining Statutory/ other clearances; setting up of State Programme Management Units (SPMUs) and District Programme Management Units (DPMUs) and implementation of "Nal Jal Mitra Programme" for ensuring availability of skilled local persons at village level to bridge the gap in availability of technical skill sets and of HR for programme management.

Under the Mission, States have been advised for source recharging, viz. dedicated bore well recharge structures, rainwater recharge, rejuvenation of existing water bodies, reuse of greywater, etc., in convergence with other schemes such as MGNREGS, Integrated Watershed Management Programme (IWMP), 15th Finance Commission tied grants to RLBs/

PRIs, State schemes, CSR funds, etc. Further, Jal Shakti Abhiyan campaign, launched in August 2019 for 256 water stressed districts of the country, encouraged water conservation at grass-root levels with people's participation. In 2021, “Jal Shakti Abhiyan: Catch the Rain” (JSA: CTR) with the theme “Catch the Rain – Where it Falls When it Falls” was launched to cover all the blocks of all districts (rural as well as urban areas) across the country. JSA: CTR has become an annual feature since 2021. Moreover, aiming to ensure conservation of every drop of water through collective efforts, following a whole-of-society and whole-of-government approach, "Jal Sanchay Jan Bhagidari" (JSJB) initiative has also been taken up as part of the JSA: CTR campaign.

**ANNEX REFERRED TO IN REPLY TO PART (A) IN RESPECT OF LOK SABHA
STARRED QUESTION NO. 269 ANSWERED ON 07.08.2025**

State/ UT-wise status of rural households with tap water connections as on 30.06.2025 and number of Har Ghar Jal reported villages:

S. No.	State/ UT	Total rural HHs (No. in lakh)	Rural HHs with tap water connection as on 15/08/2019		Total Rural HHs with tap water supply as on 30/06/2025		Villages	
			No. (in lakh)	In %	No. (in lakh)	In%	Total villages	No. of HGJ reported villages
1.	A&N Islands	0.62	0.29	46.02	0.62	100	265	265
2.	Andhra Pr.	95.53	30.74	32.20	70.62	73.93	15,999	4,784
3.	Arunachal Pr.	2.29	0.23	9.97	2.28	100	5,133	5,133
4.	Assam	72.24	1.11	1.54	58.97	81.63	24,486	8,169
5.	Bihar	167.55	3.16	1.90	160.35	95.71	37,308	32,301
6.	Chhattisgarh	50.00	3.20	6.40	40.57	81.17	19,656	5,081
7.	DNH and DD	0.85	0.00	0.00	0.85	100	96	96
8.	Goa	2.64	1.99	75.44	2.64	100	373	373
9.	Gujarat	91.18	65.16	71.46	91.18	100	18,024	18,024
10.	Haryana	30.41	17.66	58.08	30.41	100	6,600	6,600
11.	Himachal Pr.	17.09	7.63	44.64	17.09	100	17,632	17,632
12.	J&K	19.26	5.75	29.88	15.60	80.98	6,153	1,293
13.	Jharkhand	62.54	3.45	5.52	34.43	55.04	29,398	4,828
14.	Karnataka	101.31	24.51	24.20	86.50	85.38	26,591	7,639
15.	Kerala	70.77	16.64	23.51	38.67	54.64	1,435	132
16.	Ladakh	0.41	0.01	3.48	0.39	96.88	240	175
17.	Lakshadweep	0.13	0.00	0.00	0.12	91.44	10	8
18.	Madhya Pr.	111.70	13.53	12.11	78.45	70.23	51,154	20,089
19.	Maharashtra	146.79	48.44	33.00	131.97	89.90	40,297	19,614
20.	Manipur	4.52	0.26	5.74	3.59	79.59	2,556	613
21.	Meghalaya	6.51	0.05	0.70	5.39	82.84	6,456	3,396
22.	Mizoram	1.33	0.09	6.91	1.33	100	637	637
23.	Nagaland	3.64	0.14	3.82	3.41	93.53	1,425	1,087
24.	Odisha	88.67	3.11	3.51	68.12	76.83	46,531	15,130
25.	Puducherry	1.15	0.94	81.33	1.15	100	91	91

S. No.	State/ UT	Total rural HHs (No. in lakh)	Rural HHs with tap water connection as on 15/08/2019		Total Rural HHs with tap water supply as on 30/06/2025		Villages	
			No. (in lakh)	In %	No. (in lakh)	In%	Total villages	No. of HGJ reported villages
26.	Punjab	34.27	16.79	49.00	34.26	100	11,977	11,977
27.	Rajasthan	107.74	11.74	11.01	61.07	56.69	42,327	9,143
28.	Sikkim	1.33	0.70	53.34	1.22	91.81	400	229
29.	Tamil Nadu	125.26	21.76	17.37	111.51	89.02	11,792	8,252
30.	Telangana	53.98	15.68	29.05	53.98	100	9,693	9,693
31.	Tripura	7.51	0.25	3.29	6.47	86.06	765	113
32.	Uttar Pr.	267.22	5.16	1.96	240.68	90.07	97,073	34,741
33.	Uttarakhand	14.49	1.30	8.96	14.15	97.64	14,985	11,632
34.	West Bengal	175.53	2.15	1.23	98.30	55.99	38,268	4,4073
Total		1,936.44	323.62	16.80	1,566.38	80.89	5,85,826	2,63,043

Delhi & Chandigarh have no rural population.

HH: Household

Source: JJM – IMIS
