

O&M Arrangements (Institutional Framework)

The sustainability of CSCs in Ballia is ensured through a decentralized management model involving local community bodies.

Management Agency: The primary responsibility for daily operations lies with the Gram Panchayat (GP). In many blocks of Ballia, the GP has entered into agreements with local Self-Help Groups (SHGs), particularly those under the National Rural Livelihood Mission (NRLM).

Care taker Model: A dedicated 'Caretaker' (often a member of a local SHG) is appointed for each CSC. They are responsible for:

Daily cleaning and sanitation.

Ensuring water availability through motor pumps/overhead tanks.

Maintaining the lighting and minor repairs.

Funding: O&M expenses are met through the 15th Finance Commission grants allocated to the Gram Panchayats. A specific portion is earmarked for "Sanitation and Maintenance." In some high-footfall areas (like markets), a "Pay and Use" model is piloted to generate additional revenue.

2. Functionality Status

The functionality is monitored through the Integrated Management Information System (IMIS).

Physical Infrastructure: Most CSCs in Ballia consist of separate blocks for men and women, featuring 2-3 toilets, urinals, and a dedicated handwashing station.

Water Supply: Functionality is largely dependent on the Jal Jeevan Mission or localized borewells. Over 90% of completed CSCs in the district are reported to have functional running water.

Usage: CSCs located near community hubs, Mahadalit bastis, and marketplaces show high utility. Those in more remote areas are being integrated with community awareness programs to increase footfall.

Sustainability Monitoring: Regular inspections are conducted by District Panchayati Raj Officers (DPRO) and Block Development Officers (BDO) to ensure the facilities are not locked and remain accessible to the public...