

# iWASH

Annual Report | 2017-18



A Corporate Sustainability Initiative



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## Abbreviations

BC	Backward Class
BVM	Basthi Vikas Manch
DIP	Detailed implementation plan
FGDs	Focus Group Discussions
FTKs	Field Testing Kits
HH	Households
GHMC	Greater Hyderabad Municipal Corporation
Households	Households
HMWSSB	Hyderabad Metropolitan Water Supply and Sewerage Board
NGOs	Non-Government Organization
O&M	Operation & Maintenance
RTE	Right to Education
RTI	Right to Information
RWH	Rainwater Harvesting Structure
SBM	Swachh Bharat Mission
SC	Schedule Caste
SHGs	Self Help Groups
SLB	Service Level Benchmarking
SWM	Solid Waste Management

## I. Executive Summary

This report presents the detailed description of activities undertaken in the “iWASH” project supported by Tata Capital & WaterAid and implemented by SaciWATERs. This project succeeded in increasing the access to clean drinking water and sanitation facilities for improved hygiene behavior. The aim of the programme is to bridge the gap in the infrastructure, sustain behavior change practices, increase capacity and access of the urban households to sustainable WASH services. The project ensured community participation in the implementation process from baseline information gathering to WASH hardware installation to behavioral change programs.

Activities were intended to facilitate the initiation of BVM's/User groups at 4 slums, capacitating the community to fight for their WASH rights, awareness creation of the community, awareness building of schools and reviving the school's management committees to monitor the school's WASH. Formation of BVMs at slum level is carried out successfully with 5-6 active members at each slum level BVM. Cluster level BVM's were also constituted with participation from each slum BVM's. Regular meetings were organized including capacity building exercises and training. Through our city level interface meeting, the concept of city level approach and need of constituting a city level BVM platform wherein, communities are empowered and experiences shared in identifying and understanding their WASH issues and citizens' rights. The idea is to support and empower communities in identifying their problem related to WASH and enabling them to develop their capacities for understanding their rights and eventually participate in negotiations with other stakeholders to avail these rights.

The water and sanitation hardware such as rainwater harvesting, bio-digester, individual bio-toilets, yard connection have increased the water access to the communities in this slum. The government also contributed to our intervention as they sanctioned a new bore well and the yard connection investment has increased to more marginal households. In schools, roof-rainwater harvesting infrastructure constructed will help in catering water during the rainy seasons. The usability condition of the school toilet also improved with the intervention with toilet repair and additional toilet construction in the schools. The rainwater harvesting hardware was converted to hand-washing facility considering the number of students and the facility available in the schools. In the second year, the project will focus more on building the capacity of the community in governance and sustainable management of this hardware. More participation of community, service department, elected representatives and education department and other stakeholders that can contribute actively in developing a sustainable safe WASH community-led model in both school and community.

## II. Overview

### 1. Objectives of the programme

The objectives of the programme are:

- ☑ To increase access of the households to improved and sustainable drinking water and Sanitation services in the slums of Hyderabad City
- ☑ To ensure sustained behavior change and increased access to improves and sustainable drinking water and sanitation services to the school children in Hyderabad city
- ☑ To mobilize the government funds towards demonstrating a sustainable and viable model of WASH infrastructure service delivery.

### 2. Implementation Approach

The principle idea to demonstrate sustainable models in WASH services (with community participation) is the key to the project. Since these models can play a key role in advocating and streamlining the funding pattern towards sustainable and equitable WASH service to the community.

- ☑ Increase in access and availability to sustainable water and sanitation services through:
  - ☑ **Community**
    - ☑ Restoration and protection of community water points;
    - ☑ Rainwater harvesting;
    - ☑ Roof water harvesting with storage facilities;
    - ☑ O&M models for community water resource maintenance and management;
    - ☑ Developing a sense of community ownership and responsibility of WASH infrastructure within the community members;
    - ☑ Decentralized solutions to address sanitation issues;
    - ☑ Open defecation free status with safe wastewater disposal;
    - ☑ Conversion of insanitary toilets to sanitary toilets;
    - ☑ Wealth from waste concept at community level;
    - ☑ Reduce Reuse and Recycle concept at household level in the community;
    - ☑ Information Education and Communication (IEC) activities w.r.t to hygiene behavior;
    - ☑ Improving coverage of SWM through community monitoring mechanisms.
  - ☑ **Schools**
    - ☑ Filling the immediate gaps in WASH infrastructure in schools as per the priority identified by the school management ;
    - ☑ Inculcation of Hygiene practices among school children through IEC programmes;
    - ☑ Developing O&M models for school WASH infrastructure through School Management committees and Child Cabinet's participation.

### 3. Intervention area (Slums)

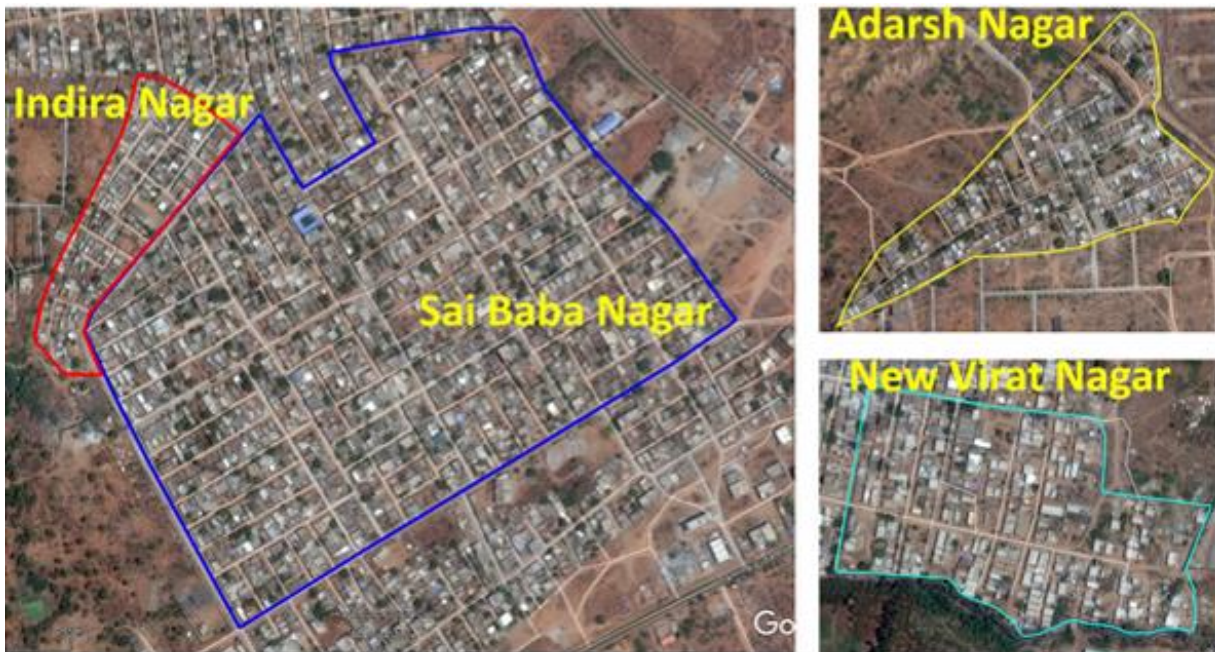
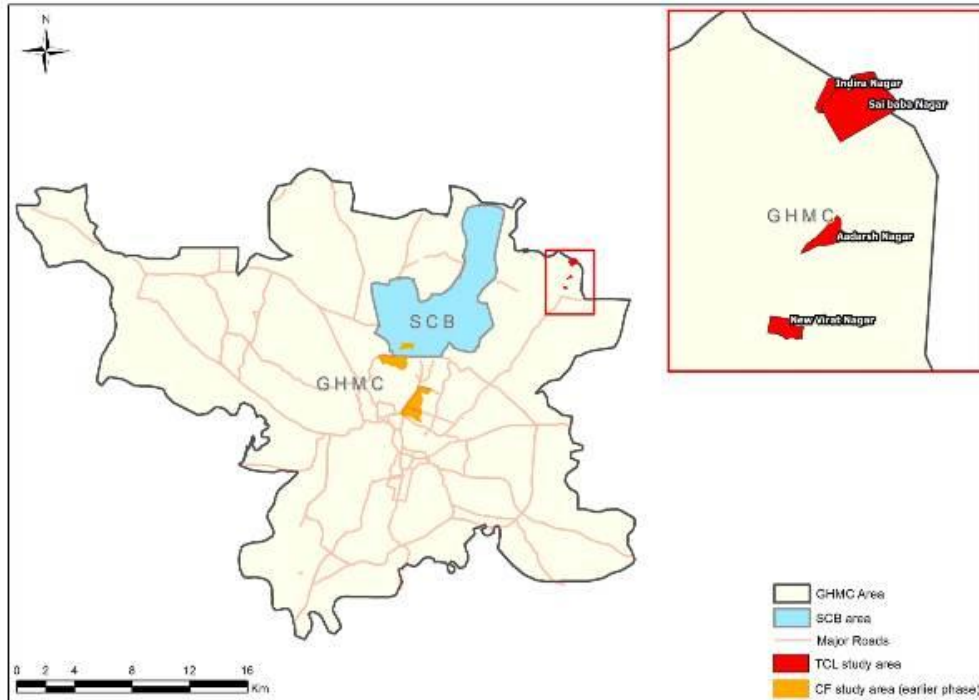


Figure 1. Project intervention slums (Indira nagar, Sai baba nagar, Adarsh Nagar & New Virat Nagar)

### **III. Achievements against objectives**

#### ***Objective 1: To increase access of the households to improved and sustainable drinking water and Sanitation services in the slums of Hyderabad City***

The iWASH project (2017-18) was successful in bringing out greater community participation, capacity building of slum community on monitoring and surveillance of water and sanitation hardware available for the community. Through the installation of hardware, we have increased the access to safe water and sanitation to the minorities and excluded communities in our intervention slums. The project engaged the community by contributing to the hardware installed with the support of the project. As per the approved DIP, activities were carried out in the installation of proposed hardware with the support of community and school administration.

#### ***Objective 2: To ensure sustained behavior change and increased access to improves and sustainable drinking water and sanitation services to the school children in Hyderabad city***

The project has intensively focused on improving the behavior change among community and children in sustained operation and management of these installations. We supported in forming user group and these groups were given orientation and training on various aspects including, WASH rights, hygiene behavior, O &M and usage of this installation. The teachers, Ayas, the cook was also oriented along with school management committee to closely monitor the school installation and include sufficient budget for O &M while developing a yearly budget (School Development Plan).

#### ***Objective 3 - To mobilize the government funds towards demonstrating a sustainable and viable model of WASH infrastructure service delivery.***

We worked closely with both WASH service department (GHMC & HMWSSB) for these slums including the education department. They appreciated the initiatives and investment in water and sanitation for the community and schools. Our intervention has brought a lot more investment in these slums such as new bore well, concrete road, ensure Bhagirathi connection to entire households in these slums as well as toilet sanctioning as per the norms under swachh Bharath urban. We have also intensively promoted waste segregation in households and identified and share the issues related to household garbage collection and share to GHMC. Through our intervention, a regular garbage collector with segregation is happening in these slums and also promised to allocate Swachh auto for these slums.

Sl. No.	Intervention/Activities	Activity Status	Description of results/progress
<b>I</b>	<b>Groundwork, inception report, baseline, and detailed implementation plan</b>	Completed	Completed in the first quarter; however, DIP took some time to get the final approval with suggestive changes as per the changing need of the intervention area.
<b>II</b>	<b>Community</b>		
<b>Virat Nagar</b>			
1	Community-based water supply system with a single tap connection to each HH	Completed	Considering the number of households in the slum and the available budget, yard connections were installed in every lane. Now they have better access to water than before project intervention
2	Decentralized sanitation system	Completed	Model community bio-digester tank was installed in the slum to showcase to the government and funding agencies in better onsite sanitation system in the peripheral areas of Hyderabad city
3	Segregation of waste at HH level, composting at community level by women groups and development of a nursery	Segregation of HH level have been initiated	There were challenges to bring out HH level garbage segregation as the garbage collector was not disposing of it separately. Intensive awareness program organized to educate the community along with the support of GHMC.
4	Community-based reduce and reuse system of solid waste	Triggered through orientation to the community	Vermicomposting structure awaiting approval from GHMC and hope to complete in February
5	Community-based monitoring system for solid waste disposal	Triggered through orientation to the community	This is an ongoing intervention, intensive activities are planned are being carried out



6	Open defecation free initiatives	Initiated	Door to door campaign, street plays on the ill effects of open defecation organized and this is an ongoing activity carried out support of community and GHMC
7	Slum level group - Basti Vikas Munch	BVM formed and oriented	Several capacity building training and orientation programs were given in WASH rights, governmental programs, M&O of hardware infrastructure.
<b>Adarsh Nagar</b>			
1	Community-based water supply system with a single tap connection to each HH	Completed	Considering the number of households in the slum and the available budget, yard connections were installed in every lane. Now they have better access to water than before project intervention
2	Community-level roof water harvesting	Completed	User group constituted and trained in O & M
3	Promoting soak pits for grey water	completed	Promoted grey and black water and black water was connected to community bio-digester as safe onsite sanitation model
4	Open defecation free initiatives	Initiated	Door to door campaign, street plays on the ill effects of open defecation organized and this is an ongoing activity carried out support of community and GHMC
5	Community base Reduce and reuse system of solid waste	Triggered through orientation to the community	Vermicomposting structure awaiting approval from GHMC and hope to complete in February
6	Community-based monitoring system for solid waste disposal	Triggered through orientation to the community	This is an ongoing intervention, intensive activities are planned are being carried out
7	Slum level group – Basti Vikas Munch	BVM formed and oriented	Several capacity building training and orientation programs were given in WASH rights, governmental programs, M&O of

			hardware infrastructure.
<b>Sai Baba Nagar</b>			
1	Community-based water quality mechanism	Initiated	Water quality testing training was given to community and user group (BVM); basthi level sources were tested for contamination along with community
2	Community-based operational and maintenance of water sources	Initiated	Community based O & M has been initiated and required capacity building exercise was given to the user group
3	Open defecation free initiative	Initiated	Door to door campaign, street plays on the ill effects of open defecation organized and this is an ongoing activity carried out support of community and GHMC
4	Community base reduce and reuse system of solid waste	Triggered by orientation to the community	Vermicomposting structure awaiting approval from GHMC and hope to complete in February
5	Community-based monitoring system for solid waste disposal	Triggered by orientation to the community	This is an ongoing intervention, intensive activities are planned are being carried out
6	Slum level groups - Basti Vikas Munch	BVM formed and oriented	Several capacity building training and orientation programs were given in WASH rights, governmental programs, M&O of hardware infrastructure.
<b>New Indira Nagar</b>			
1	Community-based water quality mechanism	Initiated	Water quality testing training was given to community and user group (BVM); basthi level sources were tested for contamination along with community
2	Community-based operational and maintenance of water sources	Initiated	Community based O & M has been initiated and required capacity building exercise was given to the user group
3	Open defecation free initiative	Initiated	Door to door campaign, street plays on the

			ill effects of open defecation organized and this is an ongoing activity carried out support of community and GHMC
4	Community base reduce and reuse system of solid waste	Triggered through orientation to the community	Vermicomposting structure awaiting approval from GHMC and hope to complete in February
5	Community based monitoring system for solid waste disposal	Triggered through orientation to the community	This is an ongoing intervention, intensive activities are planned are being carried out
6	Slum level groups - Basti Vikas Mach	BVM formed and oriented	Several capacity building training and orientation programs were given in WASH rights, governmental programs, M&O of hardware infrastructure.
<b>III</b>	<b>Schools</b>		
<b>Kushaiguda school</b>			
1	Rainwater harvesting structure	Completed	Hardware installation and orientation on operation and management of the installation were given to teacher, student cabinet, and SMC
2	Installation of 8 new urinals for boys	Completed	Hardware installation and orientation on operational of the installation were given to teacher, student cabinet, and SMC
3	Repair and renovation of hand washing facility	Completed	Hardware installation and orientation on operation and maintenance of the installation were given to teacher, student cabinet, and SMC
4	SMC training (Monthly)	Initiated	SMC orientation in ongoing and training on SMC roles and responsibility and also the school development plan preparation
5	Toilet cleaning machine – Less water more efficient	Initiated	Training was given to the cleaner on using the machine

6	O and M model for monitoring cleaning of toilets, hand washing stations	Initiated	Training was given to the cleaner on using the machine along with other WASH hardware
<b>JJ colony school</b>			
1	Repair of existing toilet	Completed	The toilets are in use
2	Construction of new hand washing facility	Completed	Hand washing facility in use
3	Increase access to existing water supply by providing new water points	Completed	Installation is in use
4	SMC training (Monthly)	Initiated	SMC orientation in ongoing and training on SMC roles and responsibility and also the school development plan preparation
5	Toilet cleaning machine – Less water more efficient	Initiated	Training was given to the cleaner on using the machine
6	O and M model for monitoring cleaning of toilets, hand washing stations	Initiated	Training was given to the cleaner on using the machine along with other WASH hardware
<b>Indira Nagar School</b>			
1	Repair of existing toilet	Completed	The toilets are in use
2	Increase access to existing water supply by providing new water points	Completed	Installation is in use
3	Rainwater harvesting structure	Completed	Hardware installation and orientation on operation and maintenance of the installation were given to teacher, student cabinet, and SMC
4	Toilet cleaning machine – less water more efficient	Initiated	Training was given to the cleaner on using the machine
5	SMC training (Monthly)	Initiated	SMC orientation in ongoing and training on SMC roles and responsibility and also the school development plan preparation

6	O and M model for monitoring cleaning of toilets, hand washing stations	Initiated	Training was given to the cleaner on using the machine along with other WASH hardware
<b>Ambedkar Nagar school</b>			
1	Repair of existing toilet	Completed	The toilets are in use
2	Rainwater harvesting structure in the school	Completed	Hardware installation and orientation on operation and maintenance of the installation were given to teacher, student cabinet, and SMC
3	Toilet cleaning machine – less water more efficient	Initiated	Training was given to the cleaner on using the machine
4	SMC training (Monthly)	Initiated	SMC orientation in ongoing and training on SMC roles and responsibility and also the school development plan preparation
5	O and M model for monitoring cleaning of toilets, hand washing stations	Initiated	Training was given to the cleaner on using the machine along with other WASH hardware
<b>Kapra school</b>			
1	Hand washing facility in the school	Completed	Hand washing facility in use
2	Installation of new water points	Completed	Installation is in use
3	Toilet cleaning machine-less water more efficient	Initiated	Training was given to the cleaner on using the machine
4	SMC training (Monthly)	Initiated	SMC orientation in ongoing and training on SMC roles and responsibility and also the school development plan preparation
5	O and M model for monitoring cleaning of toilets, hand washing stations	Initiated	Training was given to the cleaner on using the machine along with other WASH hard wares

## **IV. Other project achievements**

### **a. Sensitization and mobilization of community on the need of user group/BVM (citizen-centric platform) in understanding their WASH issues, redressal mechanism and to facilitate interface with the service agencies.**

The project activated slum level BVM in the entire planned slums. In addition, cluster level committees were also formed and organized a monthly meeting to share their issues and concern related to WASH and develop a strategy for finding solutions. We also built the capacity and arranged interface meeting with the service department to resolve the issue related to WASH service in these slums.

### **b. Capacity Building on citizens' rights such as RTE, RTI, Hygiene practices, government procedure, and processes through training and awareness program**

Orientation/training program was organized for the communities, school children as part of the project. The communities have a better understanding of constitutional rights on WASH, government policies and programs, WASH issues including MHM and personal hygiene in the slums, negotiation with governmental agencies. Awareness building through expert engagement, group discussion etc. was organized for the community. Ensured participation of community on global day programs such as World water day, Global hand washing day, World toilet day etc.

### **c. Better implementation of sanitation and hygiene component in Government schools**

Intervention in the schools for improved WASH and learning environment was successfully carried out. The formation of school management committees (SMC) was facilitated the schools and supported regular meeting and discuss the school development issues including WASH. The committee members comprising of parents and teachers were given training on RTE, hygiene practices etc. Through critical hardware support, drinking water facility was reinstated helping more than 2300 school children who used carry water or drinking and washing. In addition, water pipes are provided in toilets and water lines are connected making the toilets functional.

### **d. Access to WASH services in the slums through community participation**

Communities of the four clusters have been empowered to find ways to respond to basic WASH issues of the slums. Build capacity to monitor water quality and provisioning of water to every household. Sensitization on personal and environmental hygiene program was also conducted to

## **Challenges and Way forward**

- Sustainability of BVM/user group in the long run that is community led to a long-term envision and goals.

- Replicability and scalability of the BVM to another part of the city is continued to be a humongous task.
- Financial stability of BVM and to identify sustainable business model driven by community

## V. Project Update

### a. DIP preparation and Baseline

The detailed implementation plan was developed based on both qualitative and quantitative survey and with an intensive discussion with the community and school administration also understanding the WASH issues with the community. The qualitative methodology such as transect walk, resource map, and community map.



**WASH issues discussed along with baseline and resource mapping**



**Discussion with the community on the WASH issues faced by the community**  
**b. Formation of Slum Level Basthi Vikas Manch/User groups**

Basthi Vikas Manch/User groups were formed and the constitution of BVM at the slums has been conducted in a democratic fashion. Initially, community meetings were conducted in each identified slums and issues were identified and then few people were nominated by the communities to form the BVM. Not less than 15 people were present in each community meeting and the response and reaction were huge to the BVM objectives and efficiency. The following are the description of BVM formation in each cluster



**BVM/user group discussion on WASH issue**

**c. School Management committee training**



Under capacity building activity, a project organized School Management Training to the members of the SMC. One round of training was conducted in the month of September respectively. SMC members were oriented on Right To Education (RTE), WASH rights, roles of SMC and need for monitoring and maintenance of school infrastructure including WASH infrastructure.



**Training of SMC members on RTE, SSA and WASH rights**

**d. Menstrual Hygiene Management Campaign:**

As part of the yearlong campaign on menstrual hygiene, orientation on safe MHM was organized in high schools (Kushaiguda & Kapra high school) as well as to the community members. The orientation program was also organized in schools and follow up orientation are also being carried out.



**Menstrual hygiene management orientation to girl students**

**e. CHILDREN'S Day**

Celebrated children's day to bring out the hidden talent of the children and to encourage them and educate them about personal hygiene, environmental protection etc. The theme of WASH was given and conducted Essay writing, Painting and Elocution competitions, b) to make them aware about best practices of hygiene and to encourage the adaptation and extension c) Roles and responsibilities to enable children to practice the behaviors being taught (i.e six WASH themes). Students have taken a pledge saying "We do not practice open defecation – we use our latrines and wash our hands with soap" and "We regularly make sure the area around the school is garbage free". Teachers and headmasters felt it as a good initiative and they were very happy that their students won prizes for their participation in the competition which was organized by Saciwaters. Facilitating the event for the distribution of prizes to the winners of essay writing, painting, and elocution in the above mentioned 3 schools and encouragement for their active participation



Childrens day celebration

**f. World Toilet Day, Global Handwashing day**

The project observed WORLD TOILET DAY on 19<sup>th</sup> November by organizing a GHMC Kapra ODF initiatives. Around 200 people comprising of communities, parents, children's and other like-minded individuals participated in the program. Global Hand Washing Day event was organized along with the slum communities on October 15<sup>th</sup> in the intervention schools in Kapra circle, GHMC.



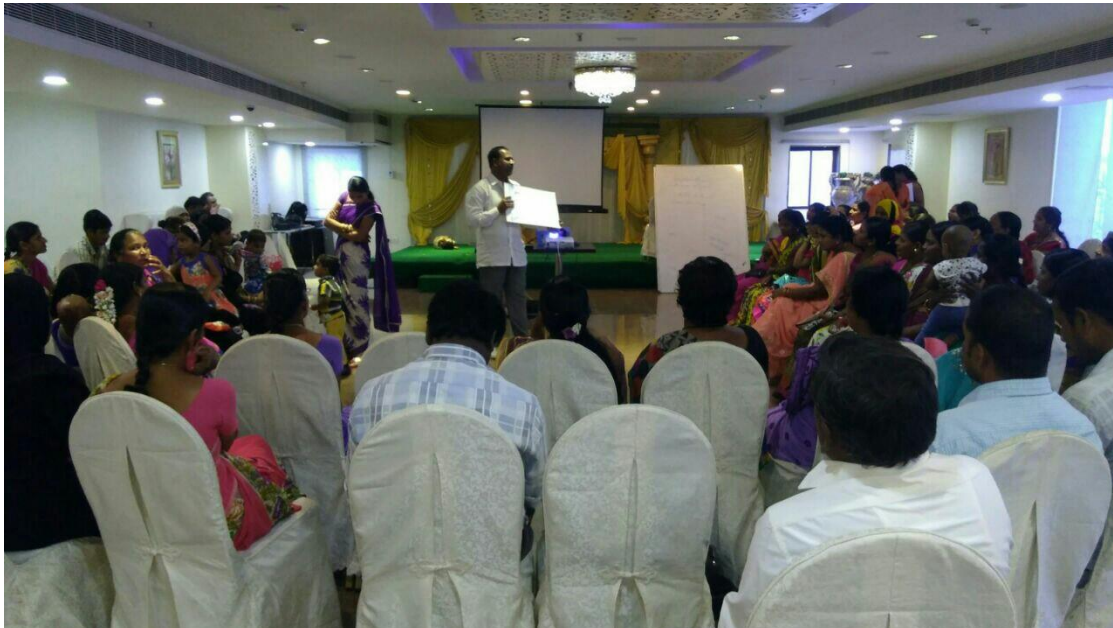
**World Toilet Day**



**Global Handwashing Day**

**g. Capacity building programme on Community-Led Urban Water, Sanitation & Hygiene monitoring & WASH rights**

Given the challenges constantly cropping up and the need to keep up one's morale, a full day training on capacity building for Basthi Coordinators, user groups, BVM members. The Need of BVM in today's situation, current policy, and politics of water', b)'Swachh Bharat Mission Urban Guidelines d) BVM's representation in these bodies, e) WASH rights entrusted in our constitution f) Community Development, Prioritization of issues and Problem-solving.



**Capacity building on WASH rights, O & M on WASH infrastructure and Water quality testing**

## **h. Capacity building of Child Cabinets**

The program is intended to orient the child cabinets on child rights, need and formation of child cabinets in schools, their roles, and responsibilities of ministers and sub-committee members, Society/ community dynamics in solving the issues, leadership qualities/ teamwork, and school cleanliness management. This meeting brought all the child cabinet ministers and teachers from different schools together to share and discuss their views and knowledge in the functioning of child cabinets at schools, their achievements, and dynamics involved in solving the issues at schools.



### **Orientation program for the child cabinets**

#### **i. Capacity building training on water quality monitoring**

The community was given the training to test the quality of their water source to find out the quality status of their water. The water sample from the entire source was tested along with the community to understand their status, and even amelioration or remedial measure are also educated to the community



**j. Capacity building on solid waste management ( HH level segregation)**

Intensive interventions were carried out as part of this project activity in initiating HH level garbage segregation to disposal at transfer station.



**HH segregation orientation given to community women**



**Street play on SWM, use of toilet (ODF initiatives) and cleanliness drives in the community**

## **VI. Key lessons learned**

The key lessons learned through the intervention are

- a. Networking is key towards success of community-based projects; networking with service department, education department, NGOs and development agencies
- b. Continuous sensitization and awareness building of communities, governmental agencies, civil society members and other stakeholders are important towards achieving a sustainable WASH solution to the people in these slums.
- c. Community-led platform such as BVM is important to take the slum development process forward along with community propelled WASH infrastructure monitoring and redressal with greater engagement.

## **VII. Outreach through the project intervention**

Sector	Planned	Achieved	Comments
Water	17000	23591	This project succeeded in installation of water facilities through power bore-well installation, water facilities in school, repairing of water line etc.
Sanitation			
Hygiene			

## VIII. Finance

The project was successful in utilizing the total budget allocated with minimum variance, however, some activities planned under few budget head such as Solid waste management (Vermicomposting) delayed due to technical approval for example from GHMC to use the land (garbage transfer station) to build the vermin-composting structure.

Activity Cost	Yearly Total	Expenditure (31 <sup>st</sup> January 2018)
Community Mobilisation (4 Slums)	24000	25740
Preparation of DIPs (4 slums & schools)	45000	38686
IEC/BCC Materials	50000	45181
Capacity Bldg Training - Community/BVMs/User Group	52000	55727
Capacity Building Trainings - SMC/Child Cabinet	50000	54602
Capacity Bldg Training/Awareness on SLWM	120000	126721
<b>Water Supply Hardware Support - Community</b>		
Rain Water Harvesting Structure - Community	90000	92480
Rain Water Harvesting Structure (CTC)	120000	108150
Hand pump/Public Taps/PSP/Borewell	60000	57575
Water Points/ community based WQ monitoring system	90000	84350
Pipeline Maintenance	100000	74875
<b>Sanitation Hardware Support - Community</b>		



Community Toilet / Waste Water Treatment system	300000	272258
Septic Tank / Soak pits/onsite sanitation	100000	28685
Equipment for Toilet Maintenance	0	0
Solid Water Management - (Bins/Trolleys/tricycle)	320000	13726
<b>Water Supply Hardware Support - School</b>		
Water Points	40000	26801
Roof water Harvesting Structure	270000	265434
Hand washing Platform	125000	116159
<b>Sanitation Hardware Support - School</b>		
School Toilets (New Construction)	180000	177720
School Toilets (Restore, Repair & Maintenance)	210000	198150
O&M Model Development	50000	44846
<b>Programme Manpower Cost</b>		
Project Director (10%)	120000	100000
Project Coordinator (100%)	459000	382640
IEC Officer (Part time 50%)	180000	120000
Field Coordinator (2) (Full time)	466365.6	389806
Admin & Finance Support	216000	180000
<b>Programme Support Cost</b>		
Program Travel	34634.4	38060.5
Stationary/Office Maintenance	36000	30760.5
Office rent	120000	100000
Communication	24000	17551
<b>Total</b>	<b>4,052,000</b>	<b>3,266,684</b>
<b>YTD expenditure</b>	<b>87%</b>	
<b>Total Percentage expenditure</b>	<b>81%</b>	

## IX. Conclusion

The project implementation during the year 2017-18 has been excellent in achieving the project pre-set goals and objectives. We were successful in achieving the completion of WASH hardware, capacity building of the slum communities/BVM/user groups, awareness campaigns etc. The team was able to bring about change in the attitude of the people in the slums and successful in inculcating the idea of coming together for a common cause. We would like to mention that some of the slums need further grounding and able to sensitize community in order to equip them in community-led WASH infrastructure monitoring and to find a robust mechanism in monitoring, surveillance and long-term sustainability of these WASH facilities for the slum population and identify the mechanism that is sustainable for a longer time and to improve the hygiene behavior among communities.