

CSE Online Impact Workshop cum Master Class

On Capacity building initiative for Citywide Water and Sanitation Management

Theme 1: Sanitation Safety Plan, City Sanitation Plan and Citywide Inclusive Sanitation

Elisa Patnaik

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Designation and Organisation: Senior Consultant,
Advisory Services, Ernst & Young LLP

Topic of Presentation: Adopting CWIS approach in cities of Odisha

Email: elisa.patnaik@in.ey.com



Adoption of CWIS framework in FSSM in Odisha



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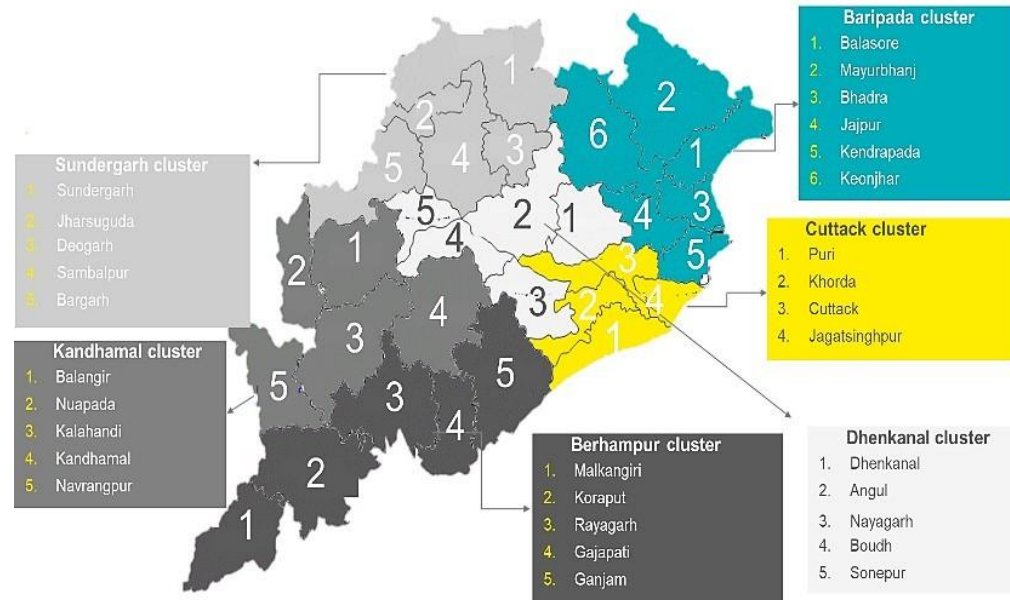
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Faecal Sludge and Septage Management (FSSM) in Odisha

How has Odisha implemented FSSM?

In Odisha, FSSM solutions span across the value chain focusing on infrastructure strengthening, demand generation through IEC, capacity building for key stakeholders, formulation and implementation of FSSM regulations, developing robust monitoring and evaluation systems, strengthening delivery of services and ensuring financial sustainability for smooth FSSM implementation.

FSSM scale up across Odisha



FSSM activities in Odisha



Cesspool vehicle operations



Communication for FSSM by SHGs



Engagement of women SHGs for O&M of SeTP



Reuse of treated waste: SHGs engaged in co-composting

Adoption of CWIS principles in FSSM

- ▶ Preparing city level plans with a CWIS approach. Many of the cities do not have CSPs currently for which activities with an CWIS approach especially focussing on urban poor, gender & safe management of faecal waste are being adopted
- ▶ Adopting CWIS approach intensively in a city of Odisha adopting the principles. The intervention is expected to adopt a CWIS approach across value chain in one of the cities especially engaging Community Based Organisations like SHGs, preventing indiscriminate disposal and establishing gender resource centres
- ▶ The State Government is already taking several innovative steps considering some of the CWIS principles

Fairness' in distribution and prioritization of service quality, service prices, and public finance/subsidies

- ▶ **Requisition for desludging services through multiple channels:** ULBs across Odisha offer multiple channels for requisitioning of cesspool vehicle services to citizens as per their convenience - ICT based services, phone call facilities or directly approaching the ULB ward office. Several payment modalities including on-spot payment, online payment are also followed for ease of payment.
- ▶ **Increasing affordability of desludging services through subsidized rates for urban poor:** For eg: Bhubaneswar Municipal Corporation is providing subsidised desludging service at INR 499 per trip for urban slums as compared to INR 1000 for other citizens. The desludging rates have been capped at INR 1000 for all ULBs
- ▶ **Improving access for urban poor:** ULBs are being encouraged to procure small cesspool vehicles which can ply on narrow roads in slums, removing any barriers to service delivery
- ▶ **Increased access to safe and clean toilets in urban slums:** The ULBs ensure that the toilets in these slums have proper infrastructure, cleanliness and hygiene, other facilities like proper lighting and water supply and are safe to use.
- ▶ **Treatment facilities being set up in smaller towns across cities**



Toll free number displayed to call for cesspool services in Berhampur



Community toilet facility available in an urban slum areas

SAFETY

Human waste is safely managed to protect public goods

- ▶ **Safe containment & Transportation of faecal sludge a priority:** Conversion of insanitary toilets to sanitary toilet is being prioritized along with smooth and efficient functioning of cesspool vehicle services
- ▶ **Safe disposal and treatment of faecal sludge a priority:** Adequate infrastructure is being set up at city level for safe disposal and treatment of faecal sludge. There are functional SeTPs in ten cities in the state. An additional 26 SeTPs are soon coming up by early next year.
- ▶ **Adoption of interim solutions for safe disposal:** The Deep Row Entrenchments (DRE) method is adopted temporarily by those cities where treatment facilities are not yet available.
- ▶ **Ensuring safety of sanitation workers:** Adequate PPEs have been provided to sanitary workers by the ULBs for personal safety and to avoid direct contact with human waste especially during desludging and also at the SeTPs. Regular training regarding the use of PPEs are also given to them.
- ▶ **Focusing on welfare of sanitation workers :** Regular health check-ups, health insurance, capacity building are among the ULBs for the well being of the sanitation workers.
- ▶ **Adoption & enforcement of FSSM Regulations:** The pronouncement of FSSM Regulations 2018 in Odisha prevents and discourages indiscriminate disposal of faecal sludge in any other place except the SeTP. Regular consultations and sensitization with cesspool vehicle operators, citizens and communities are conducted by the ULB and City level.



Safe transportation & disposal at septage treatment plants



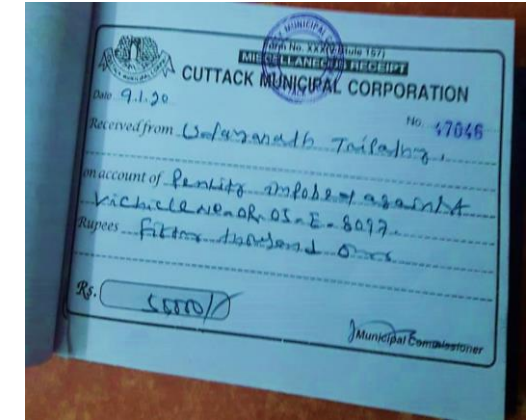
PPE Usage by sanitation workers and DRE for safe and temporary disposal of faecal waste

Resources and revenues sufficient to sustain services

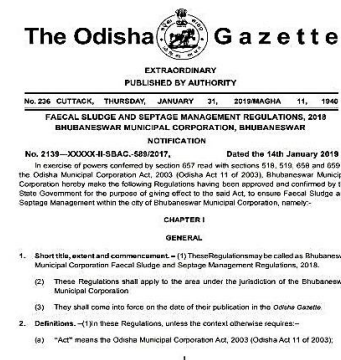
- ▶ **Existing legal framework:** The existing legal framework in the form of FSSM Regulations ensures that faecal waste is safely emptied, transported & treated considering all safety aspects at a city level.
- ▶ **Revenue generated from cesspool vehicle services to sustain FSSM services:** Monthly revenue amount collected in ULBs through desludging is a sustainable source of revenue to sustain the service. For eg, in Dhenkanal, a sum of INR 1,33,000 was earned through cesspool vehicle services in a month. This amount is enough to maintain the FSTP in the city.
- ▶ **Dedicated human resource for FSSM at the city level:** The ULB assigns roles and responsibilities related to FSSM to staff (Sanitation Expert, Sanitary Inspector, Community Organizers, nodal officers, sanitation workers) for efficient delivery
- ▶ **ULB funds for city level implementation of FSM :** While the State creates infrastructure, ULBs utilize funds from its own funds and the SBM programme to sustain FSSM services at the city level.
- ▶ **Revenue generated from penalty and fines is used for FSM related services:** The penalty amount collected by ULBs through enforcement of FSSM Regulations is another source of revenue for the ULBs. For eg: In the month of February this year, Cuttack city collected a sum of INR 50,000 from private operators for illegal disposal.
- ▶ **Engagement of CBOS across FSSM value chain:** The CBOs are engaged in awareness and demand generation and O&M activities across the sanitation value chain. They also display vigilance in matters such as illegal disposal.



Functioning of registered private cesspool vehicles at Cuttack Municipal Corporation



Fine levied for illegal disposal by Cuttack Municipal Corporation



FSSM regulations 2018



Women SHGs are engaged across FSSM value chain

RESPONSIBILITY

Authority or authorities have clear mandate for ensuring inclusive, safe sanitation services

- ▶ **Dedicated staff for monitoring of FSSM activities:** The nodal officers, Sanitation Inspectors, Community Organisers and Swach Saathis from women SHGs are responsible to ensure efficient FSSM activities at various levels in a city.
- ▶ **Improving skills and efficiency of sanitation workers:** Skill development and capacity building trainings are conducted regularly for sanitation workers in the ULBs for better understanding and implementation of efficient FSSM practices.
- ▶ **Ensuring inclusivity in sanitation services in urban poor areas:** ULB administration ensures that the CT/PTs are cleaned and sanitized daily which makes it usable and safe to use for women and children. Some of the CT/PTs also have washrooms and bathrooms for transgenders.
- ▶ **Creating business opportunities in sanitation for vulnerable groups:** Livelihood opportunities in sanitation like O&M of SeTPs, CT/PTs, cesspool vehicles etc. have been taken up by groups like transgenders, women SHGs and male sanitary workers. These opportunities enable these groups to achieve social and financial empowerment. For eg: , in Cuttack city, transgender SHG group is being trained to take over the O&M of SeTP in the city. In cities like Berhampur, Baripada, Sambalpur and Rourkela, women SHGs are being trained for O&Ms of SeTPs.
- ▶ **Ensuring safe sanitation services:** Safe sanitation services through procurement of PPE, use of PPE by sanitary workers, training on the importance & regular use of PPEs are among the steps taken by the ULBs.



Capacity building training for WSHGs



Training given to Transgender SHG for O&M of SeTP at Cuttack

Performance is transparently monitored and managed with +/- incentives*

- ▶ **Making both ULB & private cesspool vehicle operators accountable to compulsorily dispose at the SeTP or at the DRE site:** The ULBs through regular monitoring & enforcement of FSSM Regulations ensure cesspool vehicle operators comply to SoP & Regulations for desludging services & mandatorily dispose at SeTP/DRE site. Private operators incentivised through free GPS installation, free registration etc. in cities like Bhubaneswar & Cuttack to encourage participation.
- ▶ **Regular review of FSSM services to improve efficiency & accountability:** FSSM services reviewed at various platforms like monthly District Urban Development Agency (DUDA) review meetings, cluster review meetings, MIS portal etc. Important issues discussed in these meetings include: Operation of cesspool vehicle services, demand generation, trips and revenue generated every month, incentives offered, grievances received and addressed etc.
- ▶ **Review of SeTP operations:** The operation and functioning of SeTPs are regularly reviewed to monitor performance, make required modifications and ensure plant optimization.
- ▶ **State level FSSM Dashboard** created to capture performance FSSM indicators at city level
- ▶ **FSSM tracker:** In cities with SeTPs to track the daily plant utilization & take corrective measures accordingly



Regular review undertaken at state, district and city levels on FSSM indicators



RESOURCE MANAGEMENT & PLANNING

Resources are managed to support implementation of mandate and achieve goals across time / space

- ▶ **Improving efficiency and skills of CBOs like SHGs, Mahila Arogya Samiti (MAS) members and Swachh Sathis:** Regular capacity building is undertaken for CBOs to engage them in FSM. Demand generation, vigilant citizenship engagement in O&M of sanitation and treatment facilities – are among the key activities they are engaged in.
- ▶ **Resolution of issues:** Under the leadership of District Collector, Project Director, State Govt and ULB officials, matters related to sanitation (Solid waste management, FSM, ODF etc) are discussed where problems faced on the field are discussed, resolved and innovative ideas and strategies are brought forth.
- ▶ **Making citizens as the decision makers:** Weekly ward level meetings take place for people in wards and low income areas to address their grievance on sanitation services and how they expect the services to be provided to them.
- ▶ **Regular State level directives on fund utilization for FSSM:** The nodal department regularly issues directives to the ULBs on various sources of funds for FSSM (FCs, State budgets, SBM programme, District Mineral Fund etc.)



District Review meeting to discuss fund allocation for sanitation activities

The ULBs are constantly monitored to fulfil criteria for ODF ++ status and also to comply with to Hon'ble NGT directives on discharge of waste water and pollution

Handover of O&M of SeTPs in 4 cities

- ▶ The Housing & Urban Development Minister, Odisha, handed over O&M of SeTPs to SHGs in 4 cities of Berhampur, Sambalpur, Baripada and Cuttack on 5th June 2020
- ▶ The ULBs will continue to provide handholding assistance and technical support shall continue to the SHGs during the agreement period to make the partnership successful.
- ▶ With more than 90 SeTPs coming up by 2021 & with more than 32,000 SHGs across 114 ULBs, community engagement for O&M of sanitation facilities holds enormous potential.



Clockwise: Commissioner, Cuttack Municipal Corporation handing over the contract to the transgender SHG. Women SHGs in Sambalpur, Berhampur and Baripada with their contracts.

Women SHGs, transgenders to manage septage treatment plants

EXPRESS NEWS SERVICE
@Bhubaneswar

IN yet another move towards giving women a bigger role in governance, State Government on Friday handed over operation and maintenance (O&M) of four Septage Treatment Plants (SeTPs) to self-help groups.

Three women SHGs in Berhampur, Baripada and Sambalpur and one managed by transgenders in Cuttack were given the O&M through a contract agreement between the groups and urban local bodies that was signed on the day.

The SHGs will be responsible for day-to-day operation and maintenance of SeTPs which includes managing the entry of all cesspool vehicles for discharging faecal sludge at the plant, regular treatment, minor repairs, upkeep and staff management.

Minister of Housing and Urban Development Pratap Jena said the decision to involve SHGs and transgenders in operating and maintaining SeTPs was taken as women SHGs have



Members of a women SHG receiving the contract agreement on Friday | EXPRESS

been managing community toilets very well.

Urban Department Secretary G. Mathivathan said the SHGs were chosen after careful evaluation of their capacities as well as past track record. The groups have been trained thoroughly on different aspects of operation and maintenance.

Civic bodies concerned will continue to provide hand-holding assistance and technical support to SHGs during the agreement period, he added.

With this, Odisha, a frontrunner in faecal sludge and septage management in the country, has initiated community management of sanitation facilities.

With more than 90 additional septage treatment plants coming up in the State by 2021, and over 32,000 SHGs working in 114 urban areas in the state, the community engagement for O&M of sanitation facilities holds enormous potential, Mathivathan said.

PIONEERING STEP TOWARDS WOMEN EMPOWERMENT SHGs to look after septage treatment plants

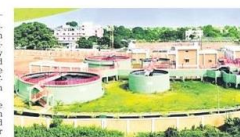
PORT NEWS NETWORK

Bhubaneswar, June 5: In a path-breaking decision towards women empowerment and inclusive sanitation, the state government Friday handed over Operation and Maintenance (O&M) of four Septage Treatment Plants (SeTPs) to Self-Help Groups (SHGs) run by women and transgenders.

The treatment facilities were handed over to women SHGs in Berhampur, Baripada and Sambalpur and to a transgender SHG in Cuttack through a contract agreement signed between the SHGs and the Urban Local Bodies (ULBs) at an event presided over by Panchayati Raj, Housing and Urban Development Minister Pratap Jena held through video-conference.

Speaking on the occasion, Jena said SHGs are now at the forefront of all development activities including sanitation in the state and have proven their ability time and again. Women SHGs have been managing the operation and maintenance of community toilets very well across several cities in the state, he added.

"Now, we took this decision of handing over the O&M of SeTPs to the SHGs for better community ownership and participation. We hope that the transgender and women SHGs have come up to the level of managing a separate treatment facility which requires technical and sound management. It is a pioneering step towards women empowerment," Jena said.



COMMUNITY PARTICIPATION

The SHGs will now be responsible for the day-to-day O&M of the SeTPs which includes managing entry of cesspool vehicles for discharging faecal sludge at the plant, regular treatment, minor repairs, upkeep of the plant and management of the staff.

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How did CSE training programme on CWIS help?

- ▶ It helped in better understanding of the CWIS approach and its application at a city level after knowing about the experiences of other partners
- ▶ The understanding & resource materials helped in knowledge building within the team and partners
- ▶ It was useful while conducting an internal workshop for team members
- ▶ It was useful while preparing city level plans with a CWIS approach
- ▶ It helped in connecting with the Community of Practice engaged in CWIS implementation
- ▶ It provided useful resource and references for setting indicators for CWIS activities and in monitoring and evaluation