**SWACHCH DILLI SWASTH DILLI**

**(CLEAN DELHI, HEALTHY DELHI): PHASE 2**

**Urban WASH intervention for poor settlements of Delhi City**

**Programme proposal**

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**Programme Plan**

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| **Name of Programme:** | **Swachch Dilli Swasth Dilli (Clean Delhi, Healthy Delhi): Phase 2**  **Urban WASH intervention for poor settlements of Delhi City** |
| **Funding Partner:** | **AusAID** |
| **Period from:** | **1 January 2012 to 30 June 2013** |

## 1. Executive Summary

India is fast becoming urbanised and Delhi city, with 16.75 million people, as per 2011 census, is the second most populous city in the country. Informal reports claim that the poor constitute more than 50% of the city’s population and that nearly 1,000 people migrate to the city every day.[[1]](#footnote-1) Delhi’s urban slums are served with water through common facilities (stand posts), unsafe extractions (shallow hand pumps) and/or temporary arrangements (tankers). The municipal authorities provide poor slum settlements with the most basic of sanitation services including community toilets, open and shallow street-side drains for household wastewater disposal and a limited solid waste collection service. These services, or the lack of them, create highly unhygienic environmental conditions in these settlements, affecting the health of the men, women, girls and boys residing in both slum and non-slum neighbourhoods.[[2]](#footnote-2)

The City has committed to providing basic services for the urban poor and a number of promising policy developments in this sector have already been rolled out. Nevertheless, the new developments are implemented in a supply driven approach without space for citizens’ voice and representation, and are lacking in accountability. The provision of water and sanitation services in slums is impeded by inadequate transfer of authority and funds to urban local bodies (ULB) at the local government level. The urban poor are also generally excluded from the equitable provision of water and sanitation services due to their illegal land tenure and threat of eviction or the demolition of their homes, making investment in infrastructure unpopular and unsustainable.

Since 2008, WaterAid in India (WAI) has been working on the *Swachch Dilli Swasth Dilli* (SDSD) in partnership with four local partner NGOs. The objective of this initiative is to enable poor people in slums to demand and realise their right to water and sanitation, at standards which are equitable and sustainable. Outcomes of this three year initiative include successfully increasing the visibility of the urban poor’s water and sanitation needs by establishing a database of poor settlements in the city for Delhi’s city planners; and the voice of the urban poor by helping them to organise, access information, influence service standards and leverage resources from authorities. The achievements of Phase 1 of SDSD were limited to small sections of poor settlements. Phase 2 will expand on these achievements to influence the policy and practice at the ‘ward’ level, which is the administrative unit of urban local government. This proposal has been informed by learning from Phase 1, by recommendations from partner NGOs, local government representatives and by sector studies undertaken by WaterAid.

This Programme aims to continue the work of the SDSD initiative through a second phase of activities over 27 months (1 January, 2012 - 30 March, 2014) with a budget of AU$850,000. It is envisaged that activities under Phase 2 will reach 25,000 people residing in 9 wards (Northeast, West and South Delhi).

**Challenges**

Critical challenges to the programme are anticipated to include:

* Inadequate devolution of functions and finances to the urban local bodies, will continue to hinder poor citizens from realising their rights to WASH services
* Numerous and overlapping local bodies obstruct local WASH governance and citizens’ participation
* Unclear lines of accountability in service delivery
* The congested state of poor settlements and lack of tenure rights does not give scope for sustainable services leading to inadequate and temporary solutions like water supply through tankers
* The majority of slums face threat of eviction, creating uncertainty and service providers are reluctant to make any investment in development

The programme will address the above challenges by building upon the models of citizen’s action for improved standards of WASH services, and by monitoring the services provided. Using these models as evidence, WAI and partners will influence change in the practice and policies of the government to ensure delivery of basic services to the poor.

## 2. Analysis and Strategic Context

### 2.1 Country and Sector Issues

#### National context

India is fast becoming urbanised; the most recent census[[3]](#footnote-3) (2011) shows 31.16% of the country’s 1.21 billion population lives in urban areas and the growth rate of urban population to be higher than that of the rural population. A large percentage of the urban population reside in crowded agglomerations called slums, where living standards preclude women, men, boys and girls from living with dignity. The national government estimates that 95 million people live in slums in India; the civil society estimates are nearly double that. Increase in urban population is mainly due to three reasons: (i) rural-urban migration; (ii) natural population growth; and (iii) new areas being identified as urban. The 2011 census reveals that urban land areas have not increased in proportion to the population growth, resulting in higher population density in the cities. This trend exacerbates congestion in the informal settlements where the poor reside.

Recent assessments of drinking water coverage in India have reported a decline in coverage from around 95% a few years ago to around 70% today. While national sanitation coverage is reported at approximately 50%, usage of toilets is believed to be far lower. Although urban water and sanitation coverage figures are higher than in rural areas,[[4]](#footnote-4) there is great inequity in service provision in cities – with WASH coverage in slums as bad as, or worse than, in rural areas.[[5]](#footnote-5) The slums are characterised by lack of basic services including water, sanitation, health, education etc. Conditions in urban slums mean that residents are also deprived of their human rights to shelter, participation in local governance and life with dignity, as described by the universal declaration of human rights of which India is a signatory.

The water and sanitation sector of India is characterised by supply driven government programs with emphasis on creation of new infrastructure but limited attention to the maintenance of existing systems. While the annual government budget for drinking water and sanitation has increased in recent times, states have been unable to utilise funds effectively, one of the major reasons being that the allocated funds are not transferred to the local Government and also because people are unaware of their entitlements under these programs (for example the Total Sanitation Campaign).

#### Local context[[6]](#footnote-6)

Delhi (population 16.75 million) is the fastest growing and most densely populated city in India. Driven by migration and population growth, Delhi has been growing by approximately 1,000 persons every day for a number of years (decadal growth rate of 21%). Migration of new residents to Delhi from smaller cities, towns and rural areas, has roughly averaged 1.3 times the city’s natural population growth.

The government has been unable to match the provision of housing and basic amenities to the city’s rapid pace of growth. Consequently the number, size and density of Delhi’s ‘informal settlements’ or slums has steadily increased. In 1999, more than 10.3 million people, or 78% of the city’s population, were living in marginal/sub-standard settlements.

There is a wide disparity in access to basic services and facilities including water supply, sanitation, solid waste management and electricity. The norms for provision of basic amenities are different for formal and informal settlements; the actual level of provision in informal communities is far below acceptable standards and norms. People residing in informal settlements or slums lack land tenure and therefore are under a constant threat of eviction, or demolition of their homes. This has contributed to substandard WASH provision by making investment in infrastructure unpopular and unsustainable. In the last twelve years, it has been the government’s policy to relocate “informal settlements” from various parts of Delhi to the city’s periphery. This has resulted in a concentration of slum population in the peripheral wards, increasing the burden on WASH service providers in these areas.

While the norm for provision of water supply to informal settlements is 40 litres/capita/day (lpcd) the actual provision is much lower at 30 lpcd. The same holds for provision of sanitation facilities. While the prescribed norm is one community toilet seat for 25 people, there are often more than 100 people dependent on one toilet seat and there are innumerable settlements where even this rudimentary facility isn’t available and communities have to resort to open defecation. The inadequate and poor quality of basic services provision has created poor environmental conditions in informal settlements that violate human rights and pose health hazards.

In-Situ development is a policy position taken by the Delhi Government whereby slum areas will be developed, providing housing and tenure rights to the poor residents, without relocating them to the periphery.[[7]](#footnote-7)

*Governance:* Delhi has been an experimentation ground with many forms of local institutional arrangements and political set-ups without having any autonomy of their own. The city is “over-governed” by all three levels of governance (National, State and Local) and there is multiplicity of authorities with overlapping functions. The city lacks good governance despite the existence of 118 line departments responsible for city management, and three planning boards for city and regional planning.[[8]](#footnote-8) There are a number of authorities responsible for WASH service provision for Delhi, including the Municipal Corporation of Delhi (MCD), New Delhi Municipal Council (NDMC), the Delhi Cantonment Board (DCB) and the Delhi Jal Board (DJB).

Local self-governance is about transferring control of an area's funds, functions and functionaries to the local elected body, on which citizens of the areas can demand accountability and action of the bureaucracy. Local people’s assemblies in urban areas, or *Mohalla Sabha*, are mandated by the constitution and provide a platform for people meet their elected representatives and executive.

The 74th constitutional amendment of 1992, added a new dimension to urban governance by empowering urban local bodies (ULB) (lowest rung of government in urban context). It envisaged a key role for ULBs in planning and monitoring urban services and raising resources through tax and non-tax revenue. Two decades after the historical constitutional amendment the urban local governance in the country is sadly still characterised by fragmentation of responsibility and incomplete devolution of functions and funds to elected bodies and ULBs[[9]](#footnote-9). The lack of autonomy, capacity and resources at the local government level has led to a state of serious scarcity and inequity in provisioning basic amenities to urban population, particularly the poor.

Despite the constitutional amendment, local governance in urban areas has lagged behind that of rural India. This is particularly the case in India’s capital Delhi, where the proximity of the National government has overpowered the development of autonomous local governance. Consequently Delhi’s urban growth and city management has largely been determined by the approach, policies and strategies of the central government. The direct control and interference of the National Government in the city’s administration contravenes the principle of decentralised ‘local self-governance’ articulated in 74th constitutional amendment. All critical decision and policies on city planning and management of land and municipal services continue to be taken by bodies and agencies of the national government.

The town planning department of the MCD along with the recently established Delhi Urban Slum Improvement Board (DUSIB) will be central to the future development of Delhi. Both organisations have a key role in the operationalization of the city’s Master Plans. DUSIB and the MCD also have a significant role in the implementation of *in-situ* development policies i.e. to ensure delivery of basic services (shelter, water and sanitation) to urban poor in their current place of living.

#### Policy context: Urban WASH

Government policies and programmes addressing urban poverty have come a long way with greater emphasis on good urban governance that is decentralised, transparent, responsive and accountable. In India, the Ministry of Urban Development is the authority on major urban policies and programmes but there is no specified body responsible for implementing policies and programmes on urban WASH.

In recent years, the national government’s policies and programs have recognised water and sanitation as a human right and made broad commitments to improving water and sanitation (watsan) coverage. These commitments have had a pro-poor focus in line with the Government’s inclusive growth[[10]](#footnote-10) approach to development. Unfortunately there has not been any serious effort to operationalize the policy commitments through legislation, plans, budgets or programs. These national government’s commitments include:

* Jawaharlal Nehru Urban Rural Renewal Mission
* Basic Services for Urban Poor
* National Urban Sanitation Policy[[11]](#footnote-11)
* Slum Free Cities by 2015

The above policy initiatives suffer from inadequate capacity and resourcing at local level, resulting in no or minimal roll out, and have largely remained only on paper.

### 2.2 Problem Analysis

There is a need for reliable and adequate WASH services to the urban poor in Delhi. Some of the key challenges in this subsector that this Programme will work within include:

* Lack of space and systems for communities to demand and be involved in the planning of WASH services from and with local authorities or service providers
* Inadequate devolution of functions and finances to the urban local bodies, will continue to hinder poor citizens from realising their rights to WASH services
* Numerous and overlapping local bodies obstruct local WASH governance and citizens’ participation
* Unclear lines of accountability in service delivery

### 2.3 Lessons Learned from SDSD Phase 1

#### Approach

WaterAid India (WAI) has been working in Delhi since 2008 focusing on improving the ability of socially excluded people (men, women, girls and boys) to realise their right to WASH. This proposal follows WAI’s three main approaches to programme delivery:

* **Collaboration**: working with a range of actors;
* **Empower and capacitate communities**: to realise their rights; and contribute to
* **Strengthening of the sector**: by focussing on advocacy to improve the policy environment and service delivery.

The efforts of WaterAid in partnership with four local NGOs so far have showcased successful models for improving the equitable and sustained delivery of water and sanitation service standards in poor urban communities. These models include the participation of poor communities in planning and *in situ* development of slum areas, awarding the poor with tenure rights. These models have been acknowledged and acclaimed by Government, and there are isolated examples of scaling up pilots and replication. However, there is still significant room for progress to ensure that communities are able to realise their WASH rights in all urban areas.

Given the existence of well-resourced government infrastructure, this proposal focuses instead on addressing the delivery bottlenecks – ensuring that poor and marginalised slum communities are better able to communicate their WASH needs to local authorities and that the service providers have the knowledge and capacity to respond to these needs, including the hygiene needs of women and girls through menstrual hygiene management (MHM) plans.

#### Successes of preceding programs: SDSD Phase 1 and Movement to Abolish Manual Scavenging

Since 2008, WAI has supported the SDSD initiative, in partnership with four local NGOs. The objective of this initiative is to enable poor people living in Delhi’s slums to demand and realise their right to water and sanitation, at standards which are equitable and sustainable. At the end of three years, Phase 1 of the initiative was successful in the following areas:

**Improving the visibility of the urban poor to urban planners**: The project used GIS to undertake community-based slum mapping[[12]](#footnote-12) and to create a database of Delhi’s poor settlements and their respective access to watsan services. The data was presented to the Delhi Urban Slum Improvement Board (DUSIB) and the Municipal Corporation of Delhi (MCD). As a result, these organisations agreed to use the information in their Zonal Planning process. This is a significant step forward, as Delhi city’s planning offices typically utilise out-dated data.

**Improving information on community sanitation services in slums:** An assessment of the status of community latrines in the city and their management arrangements. There are multiple management arrangements of the community latrines in the city; some are outsourced to private agencies, some are directly managed by the municipal corporation while others are managed by the communities themselves. Phase 1 of SDSD built a database to develop an understanding on the efficiency of various arrangements, and the community perception of the service standards. This information was used to advocate for appropriate management arrangements towards ensuring equitable and sustainable standards.

**Improving the voice of the community through citizens’ action for WASH:** This activity enabled the urban poor to organise themselves and demand improved service standards by using tools like Right to Information (RTI) and *Jan Sunwai* (public hearing). Citizens’ movements were initiated in 21 slums (midcourse this was expanded to 32 slums), and these communities were able to leverage resources and influence watsan access by engaging directly with authorities and elected representatives. As a result community members were able to unblock a number of small government bottlenecks that were impacting their WASH access e.g. quantity of water supply, delivery points and connections, timings, O&M of community latrines and drainage.

**Improving participatory and inclusive development of slums:** This activity provided technical and advisory support to the DUSIB, in implementing the policy of *in-situ* development of slums in a participatory and inclusive way.

**Improving accountability of community latrine providers:** Local NGO partners enabled the communities in selected settlements to exercise control over the outsourced management of community latrines through citizen’s monitoring.

As a parallel initiative from 2009-2011 WAI has engaged at a national level with local NGO *Safai Karmachari Andolan* (SKA), to support their movement to abolish manual scavenging, or the removal of human excreta by hand from dry toilets, across the country. WaterAid’s support escalated the issue and the efforts to the highest level of policy makers at a national and international level. The initiative was successful in reaching the verge of total abolition of manual scavenging. It is now important to focus on enabling the erstwhile manual scavengers to access dignified alternative livelihood opportunities. WAI has identified this gap as an area of focus for Phase 2 of SDSD and will provide technical and business management training to provide these people with practical livelihood opportunities as sanitation workers.

#### Lessons learned and challenges

Water and sanitation being the direct responsibility of women in the households, women in the slums have been active participants in the WAI partners’ community mobilisation. They have assumed lead roles in representing the community needs, to the local authorities, challenging and demanding action from elected representatives during the public hearings. The slum committees promoted by WAI partners have a majority (or in some cases, exclusive) female membership. Youth in the areas have shouldered responsibility along with women.

Based on this experience, Phase 2 will focus on the further engagement and involvement of **men** in the community mobilisation process – to ensure WASH responsibilities are shared among both men and women in the community.

Standards of WASH services in urban poor settlements, citizens’ participation in monitoring the standards of WASH service and weak local governance are issues affecting urban communities across India. Models addressing these issues will contribute to national urban learning, and success in the national capital has the potential to attract the attention of the National Government, possibly cascading to governments in other Indian cities.

## 3. Programme Description

### 3.1 Goal and Objectives of SDSD Phase 2

WAI’s program goal is to enable poor people living in Delhi’s slums to demand and realise their right to water, sanitation and hygiene (including menstrual hygiene management).

This goal will be realised over 27 months through 3 objectives.

|  |  |
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| 1 | (i) To build citizens' capacity to manage and monitor WASH in urban slums; and  (ii) To change capacity of government institutions to institutionalise citizens' monitoring |
| 2 | To build the capacity of local institutions to strategise and mainstream hygiene promotion and menstrual hygiene management (MHM) into the Delhi government’s women development programme (through its Gender Resource Centre) for poor urban settlements |
| 3 | To provide innovative and practical opportunities for manual scavengers and sanitation workers to seek alternative and dignified livelihoods in the sanitation and hygiene sector |

### *Key Target Groups*

This program is designed to benefit excluded populations of Delhi, focussing on people living in slums. Delhi’s poor remain vulnerable, deprived of their rightful share of basic services including water and sanitation. This program is designed to enable these poor communities to realise access to WASH as their right and in the process strengthen local self-governance, ensuring equity and sustainability of the services.

Objective 1 of this program focuses on most vulnerable poor communities, particularly **disabled, children** and the **elderly** among them. These groups will be encouraged to participate in citizens’ forums and committees to ensure that their WASH needs are also represented and demanded of government.

Objective 2 of this program focuses on the WASH needs of **poor women and girls** living in slums.

In line with WaterAid’s framework on Equity and Inclusion, this program also targets the **poorest of the poor**, in this case focusing on building the capacity of former manual scavengers and sanitation workers (Objective 3). Manual scavengers and basic sanitation workers face social marginalisation because of their occupation, which is often caste determined.

### The urban communities proposed for this program have been identified in consultation with the local communities, NGO partners and local government. These communities are from the slums where we have been working with in Phase 1 of SDSD, as well as from the neighbouring slums falling under the same ward administration.

### 3.2 Activity Description

### *Activity narrative*

WAI will deliver Phase 2 of SDSD in close collaboration with four local NGO partners: Action India, the Forum for Organised Resource Conservation and Enhancement (FORCE), the Centre for Urban and Regional Excellence (CURE) and SKA.

Underpinning all three of the programme objectives is work towards building the evidence base for improved standards in WASH services, citizens’ control over service standards and effective urban local governance for greater accountability. Throughout the project, WAI will work with local NGO partner Action India to synthesise and disseminate lessons on urban local governance at the national and state level. Some of these stakeholders include:

* State Government of Delhi (and also National Capital Region)
* MCD and also the New Delhi Municipal Corporation (NDMC)
* Delhi Jal Board
* DUSIB
* Movement for urban local self-governance
* Networks and organisations which can contribute to knowledge building and influencing
* Model Rural Youth Development Organisation (MRYDO), WaterAid partner

**Objective 1: Build capacity of citizens’ to manage and monitor their WASH needs in urban slums and for local government institutions to respond to and institutionalise citizens’ monitoring**

Objective 1 builds on the community-based mapping of slums and WASH access, already completed by CURE under Phase 1 of SDSD. This is essential to ensure visibility for the urban poor and to bring them in the planning framework. This will provide compelling evidence to government on the reality of slums and their WASH access, which they will be obliged to incorporate into future planning.

WAI and local partner Action India will work in 6 wards[[13]](#footnote-13) supporting community members to organise into citizens’ committees, document their WASH demands and present these to local government representatives through regular meetings. Action India will work closely with three community-based organisations (CBOs) in each of the six wards – a youth group, adolescent girls’ group and water and sanitation (watsan) group. The watsan groups are comprised of primarily women volunteers and previously promoted by Action India. Activities under this programme are aimed at improving their ability to engage with ward authorities.

Local partner FORCE will also support community self-governance by training 200 men and women as community volunteers to monitor the state of their community latrines and communicate maintenance needs to relevant bodies. Community latrines in slums are often provided by private contractors and municipal authorities who neglect to maintain and repair latrines once they have been installed. As a result, use of latrines in slums is even lower than coverage figures suggest, as many are in disrepair or unused by community members. This programme will upscale the citizens’ monitoring to an additional 100 toilets in 3 wards and provide technical support as required.

Local NGO partners CURE and FORCE will concurrently work with the local government institutions to build the capacity of the MCD and DUSIB to respond to citizens’ monitoring and to formalise the role of citizens’ committees and citizens’ monitoring groups in the WASH sector. For example, local authorities still rely on out-dated information when making WASH infrastructure decisions. This objective aims to encourage and support the government (DUSIB and MCD) to use community based WASH maps and slum data generated in Phase 1 of SDSD.

In addition, FORCE will demonstrate innovative water conservation[[14]](#footnote-14) and waste water treatment technologies.[[15]](#footnote-15) Improvements in the protection of water bodies in slum areas are critical to safe water supply as many slums are dependent on untreated surface and ground water for non-potable water supply (e.g. hand washing, bathing and pour flush toilets).

**Objective 2: Capacity building for hygiene management (including MHM)**

WAI and its local partner Action India will work closely with the State government’s Gender Resource Centre and Mission Convergence (GRC-MC) program to build local government capacity in hygiene management and promotion in urban slums. The GRC-MC has a network of more than 3,000 women’s self-help groups (SHGs) in the slums of Delhi through which it can disseminate behaviour change messages and offer training. [[16]](#footnote-16) This programme will support the government to communicate hygiene promotion messages (around hand washing and safe water handling) directly to the community through this existing network of women’s groups. The program will also train 300 women to be hygiene management leaders in their urban communities. WAI and Action India will also support the Delhi state government, through the GRC-MC to develop an urban strategy for hygiene management that includes MHM facilities in strategic points around the urban community (community latrines, schools). These hygiene facilities (including hand washing facilities and sanitary napkin disposal systems in community and school latrines) will be demonstrated in ten locations and incorporated into the respective community latrines’ management plans, benefiting approximately 3,000 people. WA has previously used this ‘piloting’ strategy in Bangladesh to introduce WASH concepts to the city authorities with the aim of the City adopting and scaling up the technology or approach into its own strategies.[[17]](#footnote-17)

**Objective 3: Sanitation and hygiene skills for basic sanitation workers and former manual scavengers**

Since 2009, WAI has supported SKA in its national intervention to eradicate manual scavenging as a livelihood option in India. WAI has now identified an opportunity to retrain these people in sanitation and hygiene services thus filling a demand for new skills in the urban sanitation sector and providing people with opportunities for decent work and economic agency. WaterAid has experiences, in other parts of the India programme of establishing small scale business models in solid waste management, community latrines management and sanitary napkin production, which it will draw upon. Under this objective SKA will review the urban WASH sector to identify potential livelihood opportunities for former manual scavenger collectives, and train 50 people in three or four technical and business management skills and then support the collectives to pilot their own businesses. Aside from training, this support will include an initial investment for a period of 12 to 18 months when the business is expected to break even and start yielding surplus. WAI and SKA will also document the lessons to share with government for possible up-scaling and replication in other Indian cities.

WAI also recognises that many existing sanitation workers (typically those engaged in the cleaning of community latrines, open sewers and streets) lack the basic work equipment and support to safeguard their health and safety. Although the MCD is mandated to ensure the safety of the city’s sanitation workers, it has not yet consistently met its own guidelines when it comes to providing workers with safety equipment for example. WAI will develop engagement activities within this programme to work with government towards ensuring these guidelines are implemented and the occupational health and safety of sanitation workers is improved.

A summary of the programme’s objectives, activities and outcomes are presented in the table below.

### *National dissemination strategy*

The outcomes and emerging lessons will be documented as case studies, and as process and research documents. These documents will be disseminated among both government and non-government stakeholders through workshops and consultations to influence replication.

|  |  |  |  |
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| **Objective 1:** (i) Build citizens' capacity to manage and monitor WASH in urban slums; and (ii) change capacity of government institutions to institutionalise citizens' monitoring | | | |
| **No.[[18]](#footnote-18)** | **Activities** | **Expected outcomes** | **Local partner** |
| 1.1  1.2  1.3  1.4  1.5  1.6  1.7  1.8  1.9  1.10 | * Gender balanced citizens’ committees are organised in 30 slum communities * Public WASH hearings are organised in 30 slums, where elected representatives invited, they are mandated to participate. The public hearings are documented to record the citizens’ WASH demands and follow up until the promises are delivered * Support of regular interface of citizens’ committee with elected representatives and functionaries of local government and service providers * Institution building of 18 CBOs, through mobilizing, sensitizing on the rights and entitlements and the role of the collective and organising * Innovative technologies demonstration including water conservation and waste water treatment * Baseline data collection of current potable water supply situation in target communities (such as volume of and number of hours water is available and frequency of tankers delivering potable water etc) * Infrastructure support to facilitate improved access, financial assistance to restore or rehabilitate water and sanitation facilities to bring them to functionality in areas where Government support is not forthcoming * Formalise the role of the community, capacitate the community organisation in understanding the roles and responsibilities, their rights and also promote systems of representation among them, so that Government (MCD) can consider this as a representative and sustainable arrangement and recognize the monitoring feedback * Train 300 men and women community volunteers in citizens’ monitoring * Review and improve citizens’ community latrine monitoring templates and reporting systems. A score maintained by community volunteers recording status of service against each activity in the ToR of the service provider (e.g. water, lighting, taps and doors, soap, cleanliness etc.) * Disseminate lessons on citizens’ monitoring through workshops with key stakeholders * Engage through discussions and consultation with the state Government institutions of DUSIB and MCD, for institutionalizing the citizens’ monitoring * Support the MCD to develop a concept note to formally authorise citizens’ monitoring * Document the processes to facilitate institutionalizing citizens’ monitoring of community latrines * Build capacity of ULBs and service providers on communities’ right to WASH, through sensitising workshops, and technical support * Build the knowledge base on effective urban local governance through research * Documentation and collaboration with other movements on effective urban local governance | * 30 slum in 10 wards communities in operational areas capacitated to demand information from local Government and influence local Government’s plan and programme, in order that they demand sustainable and equitable access to WASH * Citizens’ committees showcase women leadership and facilitate poor women to interface and influence their elected representatives and local government * 6 ward plans are influenced to reflect community demands of WASH service standards and **additional** people gain access to WASH * 25,000 people in poor settlements in the operational slums realise access to WASH in minimum standards adhering to WaterAid India user protocol standards or higher * 300 new community volunteers are able to monitor the state of their community latrines and communicate maintenance needs to relevant bodies * Citizens’ monitoring is up-scaled to 100 community toilets in 7 wards * Evidence for the institutionalization of citizens’ monitoring of community latrines is built and disseminated to key stakeholders, promoting greater consideration of future policy change * The terms of community latrine outsourcing are amended to ensure essential sustainability issues are addressed * Enhanced understanding on the challenges and bottlenecks in promoting and strengthening urban local self-governance * Lessons and best practices disseminated across national and state level stakeholder influencing replication and upscale | Action India, FORCE & CURE |
| **Objective 2:** To build the capacity of local institutions (including 30 SHGs) to strategise and mainstream hygiene promotion and MHM into planning for poor urban settlements | | | |
| 2.1  2.2  2.3  2.4  2.5  2.6 | * Develop a hygiene strategy for the urban context, with key messages particularly menstrual hygiene and communication plans * Develop a behaviour change communication plan, with the Gender Resource Centre (GRC) of the Delhi Government as the nodal agency, incorporating Hygiene Promotion in their institutional planning * Public events and campaigns aligning with Global WaterAid initiatives (e.g. world’s longest toilet queue) on key WASH events e.g. World toilet day, World water day etc. Generating public and political interest on issues related to WASH * Training Modules, and Training of 3 tiers of trainers (10:30:300) – trained on behaviour changes communication and hygiene promotion * Pilot hygiene facilities (hand washing, MHM) at 10 strategic points in urban communities (community latrines and schools) * Leveraging support and recognition for behaviour change communication, as part of GRC’s institutional plan, Gender Resource Centre, an establishment of the Delhi State Government promoted for the purpose of empowerment of poor women, have many training and capacity building programmes in their annual plans. Helping them to incorporate hygiene promotion as an integral part of their regular programme, will strengthen GRC’s mission of women empowerment and will sustain behaviour change among the women | * Enable Action India to forge formal understanding with Gender Resource Centre, and help them to develop and roll out a Hygiene Promotion strategy * Change in the GRC’s capacity to include hygiene promotion and MHM into its activities * Community latrines at 10 strategic points (including 5 schools, servicing 1000 female students) have facilities and systems for hand washing and improved MHM | Action India |
| **Objective 3:** To provide innovative and practical opportunities for basic sanitation workers and former manual scavengers to seek alternative livelihoods, particularly in the sanitation and hygiene sector | | | |
| 3.1  3.3  3.4  3.5 | * Introduce/sensitise former manual scavengers to livelihood/business opportunities in Delhi’s WASH sector * **NB:** WAI will develop an activity to support the MCD to implement its OH&S guidelines for sanitation workers * Hold training sessions on technology, business model management and systems with marginalized former manual scavengers * Develop tool kit and manual of potential business models - review of best practices, consultation, process documentation * Support the pilot phase of business model roll out for 2-3 businesses/ collectives * Document the success and influence public and private sector for up-scaling through workshops etc. | * The capacity of former manual scavengers is built * Two such business models demonstrated benefitting 50 members (50% women) * Change in capacity of local and national institutions to implement livelihood programs in WASH sector * Improved OH&S conditions for the City’s sanitation workers | SKA |

### 3.3 Form(s) and modality of Aid Proposed

It is proposed that AusAID fund to the *Swachch Dilli Swasth Dilli* (SDSD)project in the form of a grant totalling AUD 850,000. It is proposed that AusAID will disburse funds to WaterAid in Australia (WAAus) in one tranche and WAAus will then disburse funds to WaterAid in India (WAI) via WaterAid’s internal disbursement mechanisms.

WAI will disburse funds to its NGO partners periodically (monthly or quarterly), based on monthly cash flow submitted and request for a fund transfer from the partners. The fund request includes, for each activity, the approved budget, funds transferred to date, the fund balance and the amount requested to be transferred. WAI will review the request to ensure previous transfers have been expended as per the budget and will make a fund transfer accordingly.

### 3.4 Estimated Program Budget

This budget covers programme activities for SDSD from 1 January 2012 until 31 March 2014. The budget is in AUD calculated at an exchange rate of 1AUD = 45 INR (a budget in INR is available in appendix 2).

The exchange rate is based on reports from the Economist Intelligence Unit which suggested to WaterAid that the rupee is forecast to appreciate modestly during the period 2012-13. The rupee’s increasing value has primarily been driven by strong inflows of foreign investment attracted by India’s bright economic prospects.

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
| ***Budget line*** |  | **2012** | | **2013** | **2014**  **(1/1- 31/3)** | **Total** |
| 1. (i) Build citizens' capacity to manage and monitor WASH in urban slums; and (ii) change capacity of government institutions to institutionalise citizens' monitoring | | 213,333 | | 185,111 | 56,947 | 455,391 |
| 2. Capacity building activities for local institutions to strategise and mainstream hygiene promotion (including menstrual hygiene management) for urban poor settlements | | 55,556 | | 75,556 | 7,067 | 138,178 |
| 3. Sanitation skills as alternative livelihood opportunities to former manual scavengers | | 66,667 | | 88,889 | 4,444 | 160,000 |
| **TOTAL (AUD)** | | **335,556** | | **349,556** | **68,458** | **753,569** |
| Management fee (10%) | | 33,556 | | 34,956 | 6,846 | 75,357 |
| Start-up costs (workshops etc.) | | 10,500 | | 0 | 0 | 10,500 |
| Monitoring and evaluation | | 5,000 | | 5,000 | 0 | 10,000 |
| **GRAND TOTAL (AUD)** | | **384,611** | | **389,511** | **75,304** | **849,426** |
|  | | |  | | |  |

## 4. Implementation Arrangements

### 4.1 Management and Governance Arrangements and Structure

#### Fund Flows, Reporting Lines & Institutional Linkages

A schematic showing the key actors and stakeholders that will be involved in this programme, as well as their relation in terms of fund flows, reporting lines and also institutional linkages, is set out below.

WaterAid

Local CBO partners

**COMMUNITIES**

Fund Flows

Reporting Lines

Government of India; National & international sector stakeholders

Local government agencies

District implementing agencies

Other local stakeholders

Institutional Linkage

**AusAID**

Local NGO partners: Action India, CURE, FORCE, SKA

#### Organisation and partnership information

**WaterAid in India**

WaterAid was established in India in 1986 and has an annual budget of GBP3.2 million, a staff of 50 professionals of which 25% are women, agreements with more than 45 implementing partners and 12 knowledge partners and is the only NGO working exclusively on WASH in India. WaterAid has significant experience in successfully managing grants and contracts from a range of donors. The proposed activities will be managed from the national office in New Delhi. The 4 partners selected for this activity are registered under the Societies Registration Act and have varied experience of working on diverse social and development issues including water and sanitation, urban self-governance and alternative livelihoods. These organisations have a sound program and financial management track record and undergo regular program and finance audits.

WaterAid India has clear systems for project and programme monitoring engaging both, finance and programme monitoring officers. The responsible programme manager, will manage M&E through result based monitoring, and will be supported by an objective critical review by the monitoring team.

**Local NGO Partners**

WAI will deliver Phase 2 of SDSD in close collaboration with four local NGO partners: Action India,[[19]](#footnote-19) the Forum for Organised Resource Conservation and Enhancement (FORCE),[[20]](#footnote-20) the Centre for Urban and Regional Excellence (CURE)[[21]](#footnote-21) and SKA.

WAI has worked with all of these local NGOs as partners in previous work including Phase 1 of this programme. These partners have been selected through an assessment process ensuring that they have adequate systems and capacity in projects and finance management. Partner systems are strengthened through monitoring feedback and also through capacity building initiatives to address any identified weaknesses in the system or capacity.

Partnerships are guided by the partnership agreement, which enshrines the partnership principles of WaterAid which include but are not limited to:

* Frameworks on a) Equity & Inclusion, b) Sustainability c) Sanitation
* Guidelines on Water Safety
* WAI finance manual and partner monitoring and procurement
* Policies on Child Protection, Reporting suspected fraud and serious malpractice

***Division of Responsibilities***

**WaterAid Australia**

WaterAid Australia will manage the relationship with AusAID and coordinate all communications in relation to the programme and funding with the key elements set out below:

* Support of one start-up workshop at project initiation
* Support of M&E through 2 monitoring trips
* Provision of reporting back to AusAID for the project as per the mandatory indicators and performance questions (AusAID WASH Strategy);
* Responsibility for ensuring that this project is contributing to the objectives’ of the AusAID supported Programme, and feeding lessons learnt into broader programme development; and
* WaterAid Australia will also use its position as an INGO to promote the programme of work supported by AusAID with other sector actors, which will include sharing of key lessons at the national and international level, with local partners

**WaterAid India**

WaterAid India will provide support into the design and implementation of this programme, by directly assisting its local NGO partners, to develop and undertake the programme activities in line with our guidelines, approaches and standards. WaterAid will also engage, supported by its local partners, with District level agencies to ensure their proactive support to the implementation and sustainability of this project: A summary of WAI’s key role and responsibilities are set out below:

* Provision of technical support and advice on demand to local NGO partners in the following areas:
  + Programme & finance planning and management
  + Advocacy strategies to improve sector governance at the local level
  + Monitoring, documentation and learning
* Conduct regular monitoring of AusAID supported programme to ensure progress is on track and outcomes are delivered following agreed approaches and to a high standard.

**Local NGO Partners**

Partners have submitted a detailed proposal, describing key activities and milestones to WAI. Along with action plan, budget and cash flow statement. The WAI programme manager will review and ensure the consistency and alignment to the WAI and AusAID, strategy. Local NGO partners will conduct monitoring activities in accordance with the M&E plan in part 4.3 of this proposal.

Each local partner will be responsible for delivering activities under one or more of the programme objectives. Details of each objective’s activities and outcomes are set out in 3.2 of this proposal.

|  |  |
| --- | --- |
| Action India | Objectives 1 and 2 |
| FORCE | Objective 1 |
| CURE | Objective 1 |
| SKA | Objective 3 |

Each local partner will submit monthly financial statements, quarterly overview of works and six monthly and annual detailed reports. These, in addition to field monitoring findings and recommendations, will be fed back to the partner for suitable remedial action

WaterAid has formal MoUs with the identified partners, who in turn collaborate with local institutions, both governmental and non-governmental, particularly with community based organisations (CBOs) (see figure 1).

***Visibility and Identity***

WaterAid is committed to promoting the Australian identity of AusAID funded projects whist ensuring local ownership. WaterAid is aware that “NGOs are required to acknowledge Australian Government support for their projects and programs in public material where appropriate. Any references to AusAID must accurately reflect the role and nature of the support provided by AusAID.” (AusAID website)

Acknowledgement will be made and the logos of AusAID, WaterAid and delivering NGO partner will appear on any publications that are produced as a result of direct funding from this programme or as a result of lessons learnt from this programme’s intervention and activities. During the course of the programme WaterAid and the local NGO partners will work together to publicise the progress, impact and lessons from the AusAID support programme within sector forums and national media. During these activities AusAID will clearly be acknowledged and invited as the donor of this programme.

Other methods to ensure Australian identity is promoted will include;

* The recognisable participation of Australian advisors in project activities
* Keeping Australian Missions overseas informed of projects and possible publicity opportunities such as project opening ceremonies and other milestones. During these activities AusAID will clearly be acknowledged and invited as the donor of this programme.
* Monitoring visits will set aside time to brief project participants on funding sources for their project

### 4.2 Implementation Plan

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **1. (i) Build citizens' capacity to manage and monitor WASH in urban slums; and (ii) change capacity of government institutions to institutionalise citizens' monitoring** | **Q1** | **Q2** | **Q3** | **Q4** | **Q5** | **Q6** | **Q7** | **Q8** | **Q9** |  |  |
|  | 1.1 | Community mobilisation, organisation and capacity building to demand & realise WASH rights (committees, public hearings etc.) |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.2 | Support community collective processes to demand and realise right to WASH, including institution building of community based organisations (CBOs) |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.3 | Innovative technologies demonstration including water conservation and waste water treatment |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.4 | Infrastructure support to facilitate improved access to restore or rehabilitate watsan facilities |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.5 | Community mobilisation for citizens' monitoring of community latrines |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.6 | Train 300 men and women community volunteers in citizens' monitoring of community latrines |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.7 | Dissemination & sensitisation workshops on citizens' monitoring of community latrines for key stakeholders |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.8 | Documentation of the process to facilitate institutionalising citizen's monitoring of community latrines |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.9 | Capacity building of urban local bodies and service providers on communities' right to WASH |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.10 | Trainers, technical experts costs at the partner level |  |  |  |  |  |  |  |  |  |  |  |
|  | 1.11 | Mentoring, guidance and support costs of WAI |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **2. Capacity building activities for hygiene promotion (including menstrual hygiene management)** | **Q1** | **Q2** | **Q3** | **Q4** | **Q5** | **Q6** | **Q7** | **Q8** | **Q9** |  |  |
|  | 2.1 | Developing behaviour change communication for hygiene promotion through literature review and consultation workshops with GRC and other stakeholders |  |  |  |  |  |  |  |  |  |  |  |
|  | 2.2 | Public events and campaigns on key WASH events WTD, WWD, GHD and others |  |  |  |  |  |  |  |  |  |  |  |
|  | 2.3 | Training of Trainers at 3 tiers GRC and community volunteers |  |  |  |  |  |  |  |  |  |  |  |
|  | 2.4 | Piloting hygiene facilities (hand washing, menstrual hygiene) at 10 strategic points (community latrines and schools) |  |  |  |  |  |  |  |  |  |  |  |
|  | 2.5 | Networking and collaboration with other local NGOs |  |  |  |  |  |  |  |  |  |  |  |
|  | 2.6 | Mentoring, guidance and support costs of WAI |  |  |  |  |  |  |  |  |  |  |  |
|  |  | **3. Sanitation skills as alternative livelihood opportunities for former manual scavengers** | **Q1** | **Q2** | **Q3** | **Q4** | **Q5** | **Q6** | **Q7** | **Q8** | **Q9** |  |  |
|  | 3.1 | Sensitising and orienting SKA members on livelihood opportunities |  |  |  |  |  |  |  |  |  |  |  |
|  | 3.2 | Entrepreneurship training for SKA members to manage a business model |  |  |  |  |  |  |  |  |  |  |  |
|  | 3.3 | Developing Tool kit and manual of potential business models - review of best practices, consultation, process documentation |  |  |  |  |  |  |  |  |  |  |  |
|  | 3.4 | Support the pilot phase of business model roll out for 2-3 businesses/collectives (including initial investment costs) |  |  |  |  |  |  |  |  |  |  |  |
|  | 3.5 | Documentation of lessons. Dissemination & sensitisation workshops for key stakeholders to influence up-scaling. |  |  |  |  |  |  |  |  |  |  |  |
|  | 3.6 | Mentoring, guidance and support costs of WAI |  |  |  |  |  |  |  |  |  |  |  |
|  |  |  |  |  |  |  |  |  |  |  |  |  |  |

### 4.3 Monitoring and Evaluation Plan

Standard templates will be used to capture the baseline situation and for comparing the outcomes and impact achieved at the end of the program period. The reports and review process are facilitated and reviewed by senior staff at the partner NGOs as well as WAI and WAAus. Visits are made to programs by program and finance staff to capture progress and learning and maintain accountability.

Communities will be central to the project planning and actively involved in presenting the need and intervention required. Community groups will monitor the WASH services provided by the local authorities. Women will constitute more than 50% of these community groups.

The project team will hold monthly review meetings with the community groups, to review project progress against plans and track the status of commitments from the service providers. These review meetings will also serve as joint planning/strategising meetings. These meetings will be minuted with records maintained at project level

The following records will be maintained at the community level:

1. Monitoring card of community latrines
2. Minutes of the CBO meetings
3. Activities at the slum level including hardware interventions by local government
4. Number of right to information (RTI) requests filed

The following records will be maintained by project staff:

1. Minutes of review meetings
2. CBO lists
3. Slum wise activities, including hardware and user number
4. Record of meetings held with officials, elected representatives and other stakeholder, decisions, actions and follow up
5. Project proposal, detailed activity planning, cash flow and indicators
6. All financial records and systems as mandated by the partnership agreement

The partner will submit monthly statements of accounts, and quarterly reports, with six monthly detailed reporting on the progress against indicators. The statements of accounts will be reviewed along with the narrative reports, for progress against plans and spending against budget. The partner will receive subsequent fund transfers only after scrutiny of their programme and financial reporting.

WAI finance and programme officers will undertake six monthly monitoring visits to review project progress, which will include onsite scrutiny of records, meeting with staff, community and other relevant stakeholders and onsite visit and review of improvements in the situation. Reports are shared with partners for feedback, and for action against any issues identified.

Monitoring reports and key findings are reviewed by WAI Heads of programme and finance as well as by WAAus.

### 4.4 Sustainability Issues

Sustainability is the highest priority in all of WaterAid’s work – the aim of all of our projects being to bring about sustainable changes in access and behaviour. This means that communities and local government have the capacity to operate, maintain and monitor water supply systems and sanitation options and people change their hygiene behaviour forever. WaterAid monitors the long term sustainability of all our programs and adapt our approaches to address the findings. Post implementation surveys will be carried out in sample projects across WAI programmes, after one, 3 and 5 years of project completions. The projects under SDSD will be covered by one of these post implementation surveys.

This project primarily deals with building the capacity of individuals to demand and realise their rights to WASH. Therefore, there are limited sustainability issues regarding infrastructure installed under this project.

Major threats to project sustainability include:

* **Eviction:** Many people residing in the intervention slums face the threat of eviction Community capacity building will enable communities to organise themselves as a collective and demand WASH services wherever they may be relocated. Project beneficiaries will now understand what they can achieve by using tools and mechanisms like Right to Information (RTI) and public hearings.
* **Water Scarcity:** Delhi city has very limited water resources of its own and depends on inflows from neighbouring states. Therefore access to potable water supply in Delhi’s poor settlements is vulnerable to fluctuations in water use and availability outside of the City’s control. Thus, WAI has taken measures to ensure that its sanitation and hygiene activities do not impact on users’ limited potable water supply. While surface water (taken from urban lakes) and groundwater (from untreated bores) is unsuitable for drinking and cooking it is of adequate quality for bathing and hand washing and is in sufficient supply to meet pour-flush demands. Although reducing diarrhoeal disease is improved with the use of good quality water, it is generally accepted that washing hands with low quality water is better than not washing hands at all – particularly when a cleansing agent such as sand, ash or soap is used.[[22]](#footnote-22) The communities will also be trained in rainwater conservation and waste-water treatment methods to protect non-potable sources, such as natural lakes, from depletion and contamination. .
* **Privatisation of the services and O&M:** Privatising WASH services without adequate arrangements for accountability and space for community representation may affect the sustainability of gains in access to WASH services in slums. By gaining official recognition of citizen’s monitoring, this programme will increase the accountability of the private sector to the community they have been contracted to serve.

### 4.5 Cross cutting policy issues

### *Gender*

WaterAid’s work aims to address the WASH needs of men, women, girls and boys. To achieve long term change – and therefore to have a sustainable impact on health and poverty – programs should also help to address discrimination against women throughout their lives and promote their control over their own lives and scarce resources. WaterAid’s programs undertake gender analysis to ensure aspects of gender permeate all aspects of projects from design, implementation, operations and maintenance and monitoring and evaluation.

In this program, WaterAid will endeavour to ensure female participation in decision making and interface with local government authorities. Women will hold 40% of positions on citizens’ committees and will also benefit from technology and business model management training, to provide women with alternative livelihood opportunities in the WASH sector. WaterAid will work with Delhi government’s Gender Resources Centre to ensure that gender and the WASH needs of women (including menstrual hygiene management) are mainstreamed into local institutions delivery through a gender sensitive Hygiene Promotion strategy.

### *Anticorruption*

The project implementation and reporting process ensures that WA has a high level of control regarding the disbursement of funds as well as ensuring progress payments are adequately tracked against project completion milestones. Some of the key issues ensuring overall program transparency include:

* WAI and WAAus have a solid track record in completion of independent financial audits on a routine basis.
* WAI have been involved with 3 of its 4 local partners for 3 years and have a robust system of financial auditing of their operations and programs. WAI finance team carries out six monthly financial reviews of partners. The partners have an annual statutory audit carried out as per Indian statutory requirements
* The implementation program has been created to ensure that reporting periods and M&E elements coincide with payment periods and task completion dates
* WAI has included a series of financial audits and also regular project completion inspections as part of this proposal.

Partnerships are guided by the partnership agreement, which enshrines the partnership principles of WaterAid. Programme management and monitoring will be governed by WaterAid’s protocols and frameworks of the organisation, including the WA finance manual and partner monitoring and procurement manual, and policies on reporting suspected fraud and serious malpractice.

### *Environment*

WaterAid promotes appropriate management of community’s solid waste as part of its WASH program support. Community Groups will be trained on water quality and monitoring, and facilitated with basic systems to monitor water quality in adherence to WaterAid Safe Water Guidelines and AusAID’s *Safe water guide for the Australian aid program (2005)*. Community groups will engage with the local service providers to ensure their systems of water quality monitoring and mitigation are effectively functional

### *Child Protection*

WaterAid’s child protection policy has been reviewed by AusAID as part of the accreditation process and is compliant with AusAID’s policy. WaterAid will support its local partners to adopt WaterAid’s child protection policy and support training to all staff on the policy and monitor its use to ensure that its local partners are child-safe organisations.

### 4.6 Critical Risks and Management Strategies

|  |  |  |  |
| --- | --- | --- | --- |
| **Risk** | **Likelihood**  (Low, Medium, High) | **Impact**  (Low, Medium, High) | **Management and mitigation measures** |
| Unplanned relocation and eviction of slum communities disrupting the congenial atmosphere | **M** | **H** | Tracking the Government plans, and enabling communities to demand standards of WASH services as integral to relocation plan |
| Government representative becoming unsure and hostile towards people demanding rights to WASH | **L** | **H** | Sensitising the Government and service providers and adopting a strategy of engagement rather than confrontation, promoting a win-win situation |
| Major infrastructure development arising which does not give scope for citizens’ participation | **M** | **M** | Tracking the programmes by using instruments like RTI |
| Administrative restructure of the MCD, may disrupt the established communication channels | **H** | **M** | Understanding the implications of the transitions and informing communities on the new arrangements |
| Elections for various levels, change of guard will slow down the pace of works | **H** | **M** | Supporting and guiding the communities to engage with all local political stakeholders, to inform them of communities priorities for WASH, adequately sensitising them and committing them, so that there is no major disruption irrespective of who gets elected |
| Privatisation of water without adequate citizens’ engagement | **M** | **M** | Ensuring recognition of the role of citizens’ monitoring |

## 5. Annexes

### 5.1 Acronyms and Abbreviations

|  |  |
| --- | --- |
| CURE | Centre for Urban and Regional Excellence |
| DUSIB | Delhi Urban Slum Improvement Board |
| FORCE | Forum for Organised Resource Conservation and Enhancement |
| GRC | Gender resource centre |
| MCD | Municipal Corporation of Delhi |
| MHM | Menstrual hygiene management |
| MRYDO | Model Rural Youth Development Organisation |
| NGO | Non-government organisation |
| O&M | Operation and Management |
| SKA | *Safai Karmachari Andolan* (local partner) |
| SMT | Senior management team |
| ULB | Urban local bodies |
| WAI | WaterAid in India |
| WAAus | WaterAid in Australia |
| WASH | Water, Sanitation and Hygiene |
| Watsan | Water and sanitation |
| WAUK | WaterAid UK |
|  |  |

### 5.2 Estimated Program Budget (INR)

|  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Grant recipient:** | WaterAid India | | |  | |  | |  |
| **Project name:** | Swachch Dilli, Swasth Dilli (Clean Delhi, Health Delhi) | | | | | | | |
| **Project duration:** | 1 Jan 2012 to 31 March 2014 (27 Months) | | | | | |  | |
|  |  |  |  | |  | |  | |
| ***Budget line*** |  | **2012** | **2013** | | **2014**  **(1/1- 31/3)** | | **Total** | |
| 1. (i) Build citizens' capacity to manage and monitor WASH in urban slums; and (ii) change capacity of government institutions to institutionalise citizens' monitoring | | 9,600,000 | 8,330,000 | | 2,562,600 | | 20,492,600 | |
| 2. Capacity building activities for local institutions to strategise and mainstream hygiene promotion (including menstrual hygiene management) for urban poor settlements | | 2,500,000 | 3,400,000 | | 318,000 | | 6,218,000 | |
| 3. Sanitation skills as alternative livelihood opportunities for former manual scavengers | | 3,000,000 | 4,000,000 | | 200,000 | | 7,200,000 | |
| **TOTAL (INR)** | | **15,100,000** | **15,730,000** | | **3,080,600** | | **33,910,600** | |
| Management fee (10%) | | 1,360,000 | 1,590,000 | | 208,060 | | 3,158,060 | |
| Start-up costs (workshops etc.) | | 472,500 | 0 | | 0 | | 472,500 | |
| Monitoring and evaluation | | 225,000 | 225,000 | | 0 | | 450,000 | |
| **GRAND TOTAL (INR)** | | **17,307,500** | **17,528,000** | | **3,388,660** | | **38,224,160** | |

1. WaterAid India (2005) *Profiling ‘Informal City’ of Delhi*  [↑](#footnote-ref-1)
2. Centre for Urban and Regional Excellence (2009) *Status of Service Delivery related to Water Supply and Sanitation across Low Income Settlements of Delhi- A City Survey Report*, 2009, prepared as part of SDSD: Phase 1 [↑](#footnote-ref-2)
3. Chandramouli C (2011) *Rural Urban Distribution of Population, Census India*. Ministry of Home Affairs, Government of India. Presentation delivered 15/7/11 in Delhi, India. Available at: <http://censusindia.gov.in/2011-prov-results/paper2/data_files/india/Rural_Urban_2011.pdf> [↑](#footnote-ref-3)
4. WaterAid India (2005) *Profiling “Informal City” of Delhi* [↑](#footnote-ref-4)
5. WaterAid India (2005) *Profiling “Informal City” of Delhi* [↑](#footnote-ref-5)
6. Excerpts from WaterAid India (2005) *Profiling “Informal City” of Delhi*, and

   Cure (pending) *Literature Review of Delhi Slum* [↑](#footnote-ref-6)
7. Singh, P. (2009) *Sheltering Delhi’s slums* [↑](#footnote-ref-7)
8. National Capital Region Planning Board (NCRPB), Delhi Metropolitan Council (DMC) and Delhi Development Authority (DDA). [↑](#footnote-ref-8)
9. WaterAid India (2005) *Profiling “Informal City” of Delhi* [↑](#footnote-ref-9)
10. A growth process which ensures equality of opportunity to all. See vision statement of Government of India’s 11th Five year plan [↑](#footnote-ref-10)
11. There is no equivalent policy on urban water [↑](#footnote-ref-11)
12. The information was collected through enumeration and secondary source, is triangulated through focus group discussions in the communities) [↑](#footnote-ref-12)
13. Vivek Vihar (Ward # 239), New Seemapuri (Ward # 242), Sunder Nagari (Ward # 244), Janta Colony (Ward # 259), Harsh Vihar (Ward# 264) and Tukhmir Pur (Ward # 270) [↑](#footnote-ref-13)
14. **Rainwater harvesting:** Urban communities have traditionally drawn part of their non-potable water supply from a series of lakes in Delhi. Due to unplanned urbanisation and unregulated construction in urban poor settlements, the natural slope and catchment areas surrounding the urban lakes have been severely altered. This rainwater harvesting technology will map the urban lake catchments and trial infrastructure to divert rainwater back to the lakes. [↑](#footnote-ref-14)
15. ***In Situ* waste water treatment:** In many poor urban settlements the municipal authorities provide poor slum settlements with the most basic of sanitation services including open and shallow street-side drains for household wastewater disposal and a limited solid waste collection service. As a result the local water body is often used as a dumping ground for solid waste. FORCE will trial waste water treatment technology that uses natural (preferably root zone technology based) treatment mechanisms to treat waste water before it enters the lake. Preference will be given to treatment methods which do not require external inputs like electricity to ensure minimal recurring costs for project sustainability. [↑](#footnote-ref-15)
16. With the support of the GRC, Action India has promoted 13 SHGs in two wards of the operational area. Thirty-seven additional SHGs have been established in the remaining 4 wards by other local NGOs. This programme will engage with SHGs in all six wards. [↑](#footnote-ref-16)
17. Under AusAID’s CSO-WASH Fund, WaterAid Bangladesh trialled three-wheeled toilets in Dhaka’s slums as a way of introducing the concept of mobile sanitation to the City Authority with resounding success. [↑](#footnote-ref-17)
18. Activity numbers relate to Implementation Plan in 4.2 of this proposal [↑](#footnote-ref-18)
19. [www.actionindiaworld.org](http://www.actionindiaworld.org) [↑](#footnote-ref-19)
20. [www.force.org.in](http://www.force.org.in) [↑](#footnote-ref-20)
21. [www.cureindia.org](http://www.cureindia.org) [↑](#footnote-ref-21)
22. Cairncross, S. Hunt, C., Boisson, S., Bostoen, K., Curtis, V., Fung, I. and Schmidt, W-P (2010) ‘Water, sanitation and hygiene for the prevention of diarrhoea’, *International Journal of Epidemiology*, Vol 39 [↑](#footnote-ref-22)