



## **Water, Sanitation and Hygiene Institute (WASH Institute)**

### **Terms of Reference – Baseline Assessment including KAP**

#### **CONTEXT**

Water, Sanitation and Hygiene Institute (WASH Institute) in Kodaikanal, established during the year 2008, is a registered non-profit technical, training, research and development organization dedicated to providing practical solutions to a wide range of water, sanitation, hygiene and environmental issues across India. Over the years, WASH Institute has carved its own niche in the field of Water, Sanitation and Hygiene as an expert through its quality training programs, grassroots programs, research & advocacy, and Technical Assistance to the ministries. Through its Technical Assistance programme, WASH Institute is providing support to the Ministry of Housing and Urban Affairs (MoHUA) and Ministry of Jal Shakti (MoJS) on Swachh Bharat Mission-Urban and Grameen respectively in collaboration with The Bill & Melinda Gates Foundation and USAID. In addition, it is also providing Technical Assistance to Department of Drinking Water and Sanitation, Ministry of Jal Shakti on Jal Jeevan Mission. It is also Sector partner for National Jal Jeevan Mission and part of Rural WASH Partner Forum (RWPF) supporting the states in SBM-G and JJM.

#### **About the Project**

The project aims to address the faecal sludge management related challenges & gaps in the selected southern districts of Tamil Nadu & Kerala. The project will help to address the challenges related to indiscriminate dumping of faecal sludge and septage leading to rampant pollution of land and water bodies and leading to spread of various ailments.

The project envisages to serve poor and marginalized households by providing them desludging and treatment services through Mobile septage Treatment Unit (MTU), an innovation by WASH Institute. It also aims to create a pool of trained sanitation workers who can not only safely manage their daily works, but also undertake first aid along with responding effectively to any emergency situation to rescue fellow sanitation workers and desludging operators.

#### **PURPOSE OF ENGAGEMENT**

WASH Institute always prioritizes of collecting information before initiating any project or program on ground. This helps to measure the changes once the project gets completed. Considering this, WASH Institute is planning to engage a potential agency to conduct the baseline survey, including Knowledge Attitude Practice (KAP) study among marginalized households, cesspool operators/sanitation workers in Tamil Nadu and Kerala to understand existing status of septic tank desludging services and prevailing practices related to scheduled desludging and disposal of septic tank waste.

#### **PROJECT AREA/ LOCATION**

Selected southern districts of Tamil Nadu (Virudhnagar, Toothukudi) & Kerala (Kollam, Kottam)

## Objectives of the Assignment

- **Assessment of existing Household septic tank desludging** practices among marginalized households
- **Assessment of existing Household septic tank waste emptying & disposal** practices by Cesspool operators/sanitation workers.
- **Knowledge Attitude Practice (KAP)** study to understand the:
  - Present knowledge level, attitude, and practices by households towards scheduled desludging of their septic tanks
  - Present knowledge level, attitude, and practices by Cesspool operators/Sanitation workers regarding their **existing Household septic tank waste emptying & disposal works**.

## Baseline Survey Questions

As one of the key initial activities of the project, Baseline Survey will be carried by external Agency/Expert to understand the existing situation in relation to desludging and disposal of septage practices among households and sanitation workers involved in desludging in the target locations. As part of this exercise, marginalized households, Sanitation workers, Cesspool operators Government officials and other stakeholders like Ward Councilors, Community leaders etc. will be interviewed.

### ***Household level Baseline Survey on Septic Tank Waste Desludging***

- Do you have a septic tank installed in your household?
- Are you aware of the importance of regular desludging of septic tanks?
- How often do you currently desludge your septic tank?
- Are you familiar with the local regulations or guidelines regarding the frequency of septic tank desludging?
- Do you face any challenges or difficulties in desludging your septic tank?
- Have you experienced any issues or problems due to a lack of regular desludging?
- What factors do you consider when determining the frequency of septic tank desludging?
- Are you satisfied with the performance and effectiveness of your septic tank after desludging?
- Do you have any concerns or questions about the desludging process?
- Are you aware of any alternative methods or technologies for septic tank maintenance and desludging?
- Would you be interested in receiving educational materials or guidance on proper septic tank maintenance and desludging?

### **Baseline Survey of Cesspool Operators/Sanitation workers handling Household septic tank waste emptying & disposal service**

- Since how long have you been in this business/work?
- Is this business your sole means of earning? Any other income sources?

- Are you happy/satisfied with this business/work ? Does doing this business have any issues for you amongst the people/family/society?
- What are the key challenges you would like to highlight in doing this business/work?
- Would you recommend anyone else to take up this line of business/work? If yes why? If no why?
- In your opinion what factors will encourage new entrants in the business are there any competitors for your business ?
- What was the investment required in starting this business? Did you take loan from bank/family or used your savings or borrow money from someplace else?
- Are you interested in taking any support such as subsidy, loan etc. from Govt.?
- Having to run this business, what are the daily hurdles or challenges you face day on day basis?
- Do you feel there is demand for the services you render in this town? If no why? If yes why?
- Are You thinking of leaving this business stream anytime soon? If yes why? If no why? Is it financial/business or social stigma?

### KAP Questions for Households

As part of KAP, interviews with key stakeholders such as marginalized households, Sanitation workers, Cesspool operators Government officials and other stakeholders like Ward Councilors, Community leaders and Focused Group Discussions with Households will be carried out to assess septic tank desludging related knowledge, attitude and behaviour and related environmental & health aspects.

#### Knowledge:

- Are you aware of the importance of regular desludging (emptying) of septic tanks?
- How familiar are you with the recommended frequency for septic tank desludging in your area or as per local regulations?
- Can you name any potential problems or risks associated with infrequent or irregular septic tank desludging?
- Do you know what is a septic tank is?
- What are the different parts of a septic tank?
- How does a septic tank work?
- How often should a septic tank be desludged?
- What are the risks of not desludging a septic tank?
- What are the benefits of desludging a septic tank?

#### Attitude:

- Do you believe that regular septic tank desludging is necessary for maintaining a healthy and functional septic system?
- How important do you consider the role of septic tank desludging in protecting the environment and preventing contamination of water sources?
- Are you willing to allocate resources (time and money) for regular septic tank desludging?
- How important do you think it is important to desludge your septic tank regularly?
- What are your biggest barriers in timely desludging of septic tank?

### Practices:

- How often do you desludge your septic tank?
- What factors influence your decision on when to desludge your septic tank?
- Do you face any challenges or barriers in adhering to a regular septic tank desludging schedule?
- Have you experienced any issues or problems in your household due to a lack of regular septic tank desludging?
- What sources of information do you rely on for guidance regarding septic tank maintenance and desludging?
- Have you ever received any formal training or education on septic tank maintenance and desludging?
- Who do you use to desludge your septic tank?
- Are you satisfied with the service you receive from your septic tank deslugger/operator?

### KAP Questions for Cesspool Operators/Sanitation Workers

- If a safe disposal point was provided for you operators, would you still dump there if its more than 10 Kms? If no, why and optimally what distance are you willing to travel to dump FS collected?
- Do you think scheduled emptying would be good for your business?
- Do you think Disposal is the biggest issue for you private operators? please detail the 3 key issues faced by operators?

### METHODOLOGY

- 1. Development of questionnaire:** The selected agency will develop the questionnaire for baseline data collection, KAP study and individual interview based on the indicative questions mentioned above. These questions are not an end in themselves, and more questions can be added.
- 2. Desk Review and secondary data collection:** The agency shall refer the secondary data available in different govt. websites and reliable sources. This will help to prepare the final report.
- 3. Data Collection, analysis and interpretation:** Data to be collected from Municipalities, Public Health Engineering Department etc. Collected data should be cleaned before analysis and interpretation.
- 4. Interview /Focus group discussion:** Involving Households, Municipality Officials, Ward Councilors, Sanitation Inspectors, Asst. Engineer of Public Health Engineering Department (PHED), Community leaders and Cesspool Operators/ Sanitation workers.
- 5. Final Report preparation & submission:** The agency will share the draft report with the point person of WASHi for review. After getting the feedback, the agency will address those and will share the final the Reports (Baseline Survey and KAP Study), both softcopy and hardcopy.

## SAMPLE SIZE for Baseline and KAP

Sample size will be based on the identified districts two from Tamil Nadu and two districts from Kerala. It should cover the following:

- 100 marginalized households from each district
- 20 Sanitation workers each district
- 2 to 5 Cesspool operators from each district
- 5 Government officials from each district
- Other stakeholders like Ward Councilors, Community leaders etc.

## TARGET GROUP

- **Household Level:** Household Head,
- **Community Level:** Public Representatives like WARD Councilors, Local Leaders
- **Government:** Municipality Administrator (Chairman), Secretary, Ward Councilor, Sub-Inspector of Secondary Education, Asst. Engineer of PHED

## DELIVERABLE

- **Inception Report:** Comprising of Sample Size and methodology, finalised areas of enquiry, pre-tested questionnaires in English and local language in discussion WASHi.
- **Data Analysis:** Raw data, sharing the tabulation plan, data analysis, sharing of key findings with WASHi
- **Final Report Submission:** Final report of the study to be submitted in soft copy and hardcopy.

## TEAM COMPOSITION

The agency should have the following expertise:

- Proven experience in WASH related research, equipped team to undertake quantitative and qualitative research, particularly in urban set up
- Good knowledge of Government's schemes on WASH and guidelines.
- Understanding and ability to communicate in local language
- Excellent writing and communication skills

## TIMELINE

- Submission of inception report within 7 days of signing the Agreement
- Start the survey within 3 days of signing the Agreement
- Data collection should be completed within 15 days of signing the Agreement
- First draft report to be submitted within 7 days after completion of data collection
- Final Report to be submitted within 7 days after receiving feedback from WASHi

## PAYMENT TERM

- ✓ 25% after signing of Agreement
- ✓ 25% after completing the data collection and submission of data collection sheets and first draft report
- ✓ 50% after submitting the final report (soft copy & 3 hard copies)

All financial transactions will be made through NEFT/Bank Transfer/Account Payee Cheque. There will be no cash transaction.

## HOW TO APPLY

Interested Agency / Consultant may apply to the undersigned **by 15<sup>th</sup> June 2023** to [achatterjee@washinstitute.org](mailto:achatterjee@washinstitute.org) with the following details:

- Duration / time needed to complete the assignment
- Total Cost /budget to undertake the assignment
- Service Provider Details form (<https://tinyurl.com/57j6zh7y>) with supporting documents
- Credentials / supporting documents of similar types of works carried out