10 Years of Glorious Journey

2017-18 Annual Report
Vision
A world in which communities have access to safe, protected and sanitation services and follow improved hygiene practices.

Mission
We bridge the knowledge gap for community and service providers through education, training and assistance to stakeholders. We provide sustainable support in the areas of planning, implementation, operation and management of Water, Sanitation, Hygiene and Environment.
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Message from the Managing Trustee...

This year WASH Institute marks the 10th year in the development space of enabling communities to gain access to sustainable drinking water, sanitation facilities and improved hygienic practices; and I am pleased to release our Annual Report for the period of April 2017 – March 2018. In 2008, some handful of leading sector experts joined together and established Water, Sanitation and Hygiene Institute at KodaiKanal, Tamil Nadu to address the skill & capacity building gap in the WASH sector. Presently the Institute has affirmed its presence in 12 locations, across 6 states and 1 Union Territory. From being recognized as a Key Resource Centre (KRC) by Ministry of Drinking Water and Sanitation (MDWS) to being selected to technically assist Government of India in implementing Swachh Bharat Mission (SBM) and becoming the Secretariat of NFSSM Alliance, WASH Institute has indeed come a long way.

This report covers the milestones the organization has achieved in core thematic areas of its operations, giving special emphasis on creating a positive impact on the environment. WASH Institute, through its interventions, has not only addressed the WASH related challenges but also created a positive impact on the immediate ecosystem of communities and the environment as a whole. Promotion of Community Sanitation Blocks, School Toilet Enclosures, and Individual Household Latrines in the project areas have contributed immensely in the mission towards achieving Open Defecation Free status. Additionally, a major part of the program also focused on instilling hygiene practices amongst the community members to bring about sustained behavioural change.

WASH Institute has successfully promoted comprehensive WASH program in the states of Uttar Pradesh, Bihar, Telangana, West Bengal and Tamil Nadu through its Grassroots Level Project Programs. In order to address the knowledge gap among stakeholders, the year witnessed an increase in training and capacity building program in the project areas. Through its Technical Assistance Program, WASH Institute has assisted the Ministry of Housing and Urban Affairs (MoHUA) and Ministry of Drinking Water and Sanitation (MDWS), Government of India in the spheres of Capacity Building, Project Management and Governance to enable successful implementation of Swachh Bharat Mission (SBM) in Urban and rural areas. In Research and Innovation, this year has been particularly remarkable as the Mobile Treatment Unit achieved outstanding results during Technical validation process. This year has also been noteworthy in addressing the gender gap; 23 Girl students successfully passed out from the Formal Course Centre with PG Diploma in Sanitary Science. Under School WASH program, more than 7000 girl students were provided access to improved WASH facilities.

In the coming year the Institute will focus on commercialization of Mobile Septage Treatment Unit (MTU) and technical validation of the Pit Life Extender (PLE). Operations will be expanded to new locations like Kerala and Uttar Pradesh to promote comprehensive grassroots level WASH programs. Through Technical Assistance on SBM-U, WASH Institute will continue to facilitate building capacities of cities, strengthening BCC for communities to generate demand for safe sanitation and ensuring cities that have attained ODF status move to ODF+ and ODF++. Through Technical Assistance on SBM-G, efforts will be undertaken to strengthen capacities at ground level for ensuring ODF sustainability and prioritize Faecal Sludge & Septage Management (TSSM) across the rural areas and census towns located on the banks of river Ganga.

The significant journey of WASH Institute achieved through 2008 to 2018 would not have been possible without the guidance and support of our esteemed supporters. I take this opportunity to thank each of our distinguished donors for partnering with WASH Institute in this endeavour. Also thank the General & Advisor Council members and all staffs members of WASH Institute for their valuable contribution in this glorious journey.

Arumugam Kalimuthu, B.E., M.Sc. (London),
Managing Trustee
Technical Assistance on Swachh Bharat Mission Urban (SBM-U)

WASH Institute continued providing Technical Assistance (TA) to the Ministry of Housing and Urban Affairs (MoHUA), Government of India to facilitate the implementation of Swachh Bharat Mission (Urban) towards capacity-building, program management, ICT, IEC, M & E and sanitation technology. The key accomplishment achieved through the Technical Assistance are:

- 2,403 Urban Local Bodies (ULBs) across the country have achieved the status of ODF so far.
- 82% Individual Household Latrines (IHLs) and 67.9% of Community & Public Toilets have been built.
- 26,000 elected and appointed officials have been oriented on “improving the cleanliness of urban areas”.
- Over 25,000 toilets in 287 cities are now accessible to citizens on Google Maps for navigation and providing direct feedback.
- The Swachhata App crossed 7 million downloads and clocked over 13 million citizen complaints with a resolution rate of over 95%.
- MoHUA’s e-learning portal has issued 2,55,000 certifications to Municipal employees all over India. Of these, 27,000 certifications are in FSSM related courses.
- FSSM Indicators were developed and included in Swachh Survekshan. Swachh Sarvekshan became the largest urban sanitation survey in the world. The survey conducted in 4,000 plus ULBs covering 400 million people.
- Special focus was given on capacity building and monitoring in the 7 States (Uttar Pradesh, Tamil Nadu, Karnataka, Bihar, West Bengal, Punjab, Odisha) which together constitute about 80% of the national ODF gap.
- Detailed fact sheets of States and 3,926 cities were developed to ensure transparency in mission monitoring and governance. The National Online MIS has expanded significantly to cover over 300 data points from close to 4,000 cities.
- A series of Best Practices Books on sanitation have been published showcasing success stories of transformative changes across the country. The book, highlights nine case studies across the sanitation value chain, including FSSM case studies on Leh, Warangal and Devanahalli.
Technical Assistance on Swachh Bharat Mission Gramin (SBM-G)

WASH Institute also continued providing Technical Assistance (TA) to the Ministry of Drinking Water and Sanitation (MDWS), Government of India to facilitate implementation of Swachh Bharat Mission (Gramin) on program management and capacity building for making 1951 Gram Panchayats along the banks of Ganges ODF, institutionalizing RALU and Piloting Swachh Iconic Places. The key highlights during the period are:

- All 4,483 Ganga villages have been declared ODF. An independent verification of the ODF declared Ganga villages has been facilitated through the National Level Monitors (NLM) to validate the accuracy of the declaration.
- Launch of Ganga Gram at State level was organized in the collaboration with Global Interfaith WASH Alliance (GIWA) on 11th July 2017 and launched in 2 villages in the State of Uttarakhand.
- Conceptualized and set up Ganga Swachhta Menc, a forum of individuals, academicians, NGOs and voluntary organizations who are dedicated to river Ganga and can express their views, suggestions and offer services for the cause of swacchhata in Ganga villages.
- A second review of the progress of first 10 Iconic places has been facilitated at which a compendium of 10 action plans has been launched. A third party verification of 5 sites has been mobilized to ascertain the progress reported. Also supported in selection of second set of 10 iconic places for Phase-II and announced at the Second Quarter Review Meeting.
- RALU has been re-envisioned to a flexible technology enabled format (RALU 2.0) by piloting the knowledge portal ‘Swachh Sangraha’, a web based platform, into which States and districts have uploaded knowledge assets on 12 themes.
- Framework and Methodology for Swachhta Darpan – a district ranking exercise, based on programmatic indicators and recognizing best performance was developed for the launch of real-time District rankings based on key indicators.
- The Swachhta hi Seva Initiative was launched marking the third anniversary of the Swachh Bharat Mission to accelerate Swachh Bharat activities. Around 100 million citizens participated in over 3.2 million activities related to Swachh Bharat.
- A mega event ‘Swachhaathon’ was organised as a crowd sourcing initiative aimed at finding solutions for behaviour change, safe disposal of menstrual waste, early decomposition of faecal matter, operation and maintenance of school toilets, monitoring usage of toilets and toilet technologies for difficult terrains.

Bollywood Superstar Akshay Kumar motivating the audience including selected District Magistrates on achieving ODF.
The year has been remarkable for WASH Institute in the field of Research and Innovation of Sanitation related solutions/products, especially the Mobile septage Treatment Unit (MTU)
Sunidhi Toilet

- During this period WASH Institute designed & developed a women friendly modular toilet named as ‘Sunidhi Toilet’ having facilities like both Indian & Western Water Closets, Sanitary Napkin Vending machine, Incinerator, Wash Basin with mirror etc.

- 10 Pilot units of Sunidhi toilets have been already installed in public places (such as bus stand, market, park etc.) in Dindigul and Madurai city of Tamil Nadu.

It’s a ready made Ferro-cement toilet which is cost effective and very easy to install.

Technical Validation
MTU & Pit Life Extender (PLE)
by Duke University:

- During the period, the MTU gave excellent results on treating the effluent and sludge thickening.

- The MTU went through several design modifications with technical advice from the Duke University team (USA).

- A detailed technical validation along with economics of the MTU operation was done by Duke University.

- In the case of the PLE, tests are still going on both at WASH Institute and Duke University Research locations.

Briquette Making

- WASH Institute successfully converted thickened sludge collected by MTU into Briquettes.

- The experiment was to carbonise the dry faecal sludge into pellets and then into briquettes.

- The experiment was done to introduce the usefulness of briquettes in industries such as hatchery, tea boiler etc.
Promotion of School WASH

School WASH has been a core focus area of the organization for the past few years. During the year, we provided integrated WASH services in 61 schools of Munger – Bihar, Noida – Uttar Pradesh, Bhadrachalam – Telangana, Madurai – Tamilnadu and Hooghly – West Bengal. Around 15000 School students and Teachers have been able to access improved WASH services by virtue of School WASH interventions during the year. We also constructed one toilet seat and a chamber of four children friendly urinals to solve sanitation problem of Angadwadi children & lady workers in Utshaprambu Anganwadi centre. Some of the key highlights of the School WASH program are as follows:

- Creation of Child, Gender and Specially-abled Friendly water & sanitation infrastructure.
- Child Cabinets formed and trained on Hygiene and Operation & Maintenance of water & sanitation infrastructure.
- School Teachers and School Management Committee (SMC) members were oriented on Hygiene and Operation & Maintenance of WASH facilities.
- Regular Hygiene sessions were conducted in the engaged schools to promote improved hygiene practices among students. Regular quiz competitions were organized to enhance the knowledge of children on water, hygiene and sanitation.
- IEC/BCC was extensively used to bring about behaviour change among all stakeholders.
- Various innovative ideas like promotion of soap sinks were introduced to enhance stakeholders participation.

Around 15000 School students and Teachers have been able to access improved WASH services by virtue of School WASH interventions.
Promotion of Community Sanitation

During the year, the organization made significant progress towards providing access to improved community toilets to communities residing in urban wards/plams of Titagarh – West Bengal, Madurai – Tamil Nadu and Munger - Bihar. In the said period, we constructed Nine Community Sanitary Complexes, thereby preventing over 7,000 people from defecating in open.

Some of the key highlights of the community sanitation program are as follows:

- Constructed 5 Child, Gender and Specially-abled Friendly Community Sanitary Complexes in Titagarh, 3 in Munger and 1 in Madurai.
- Formed and trained WATSAN Committees/User Groups to ensure operation & maintenance of the community sanitary complexes.
- Operation and Maintenance of the Community toilets are managed by the respective WATSAN Committees/User Groups.
- Regular sessions on hygiene were undertaken to make users aware about improved hygiene practices. Special sessions with adolescent girls were also organized to make them aware about menstrual hygiene management.
- Innovative features like Music system, DJ lights and ceiling fans in the toilet complexes in Titagarh have made user experience delightful. Songs on demand is a very popular feature in these complexes. The Committees have entered into MoU with Banks in the Municipality to deposit daily collection of quantity of Coins. Before this, no bank on any commercial entity was ready to take bulk amounts of 1 & 2 rupee coins.
- Many innovative tools were used to create awareness among the communities such as Pillow Printing game, Magic shows etc. These innovative awareness building activities have resulted positive change in WASH behaviour.
- One Drinking water station with a tiled basement was also installed with a tank of capacity 2000 litre capacity with six taps and safety roofing with cooling sheet to meet the drinking water need of approx. 1300 people of Netaji nagar in Madurai district.

Innovative features like Music system, DJ lights and ceiling fans in the toilet complexes in Titagarh have made user experience delightful.
Promotion of Household Sanitation

During the period we provided improved Household toilet facilities to 617 households in Bhadrachalam – Telangana and Madurai - Tamil Nadu, thereby preventing over 3000 community members from defecating in the open.

Following are the key highlights:

- Constructed 500 Individual Household Latrines (IHHLs) in Bhurgampahad Mandal, Telangana and 117 Modular IHHLs in Madurai district, Tamil Nadu respectively.
- Infused behavioural changes towards sanitation practices in the community members through extensive IEC/SCC activities.
- Strengthened Water and Sanitation Committees (WATSAN) to promote operation, maintenance and monitoring of toilets and their usage.
- Night campaigns with active involvement of community members were organized to create awareness on sanitation and mobilize them towards IHHL construction.
Training and Capacity Building

WASH Institute has completed 10 years successfully in providing training and capacity-building efforts at every level to achieve quality programming for the new WASH strategy and sustainability.

Formal Course Centre for Sanitary Science

During the year, 38 students have successfully completed the PG Course in Sanitary Science from our Formal Course Centre. These students will fill the existing skill gap in the WASH sector and likely to be placed in State and Central Government Departments, International Airports, Medical Colleges, Corporates and Private sector as Health Inspector, Sanitary inspector etc. These students were also provided soft skills such as basic computer course, communication skills etc.

Computer Literacy Project

During the year, WASH Institute conducted computer literacy classes for 322 students, mostly hailing from poor economic background of rural, urban and peri-urban areas.

This course taught about the basic of computers including introduction, advantages of computers, history and generation of computers, parts of computers/hardware and software (windows) to the students. The students also trained on how to use MS office, with more concentration given on practical classes. This was a three-month period computer course and all passed students were awarded with certificates. Besides, the students were also made aware on WASH issues through a digital platform.

Trainings

Some of the key training and capacity building initiatives under taken during the year are as follows:

- WASH Institute Resource team trained World Vision staffs, Volunteers and WASH Committee members on Waste Management. The objective of the training programme was to build a cadre of grass root level volunteers for efficient waste management in urban slums.

- A Training on Integrated School WASH was conducted by WASH Institute Resource team for HCL Volunteers, NGO Partners and Government School teachers at the HCL Centre in Lucknow. The Training covered the following School WASH topics such as Introduction to School WASH, Hygiene Promotion in School, Key Components of School WASH Infrastructure and Key Challenges in School WASH.

- WASH Institute oriented ULB officials and other stakeholders on FSSM during Capacity Building Workshops were organized by CFAR in Kolkata and Kalyani, West Bengal.

Networking and Collaboration

This year has been exceptional for WASH Institute in building up the strong linkages with other organisations. WASH institute as Secretariat of National Faecal Sludge and Septage Management Alliance (NFSSM), comprising of over 28 organizations, successfully convened Alliance meetings on regular basis and coordinated with Working Groups towards delivery of set tasks. During the year the organization’s team has participated in several workshops, meetings and events and meaningfully contributed as Trainer, Panellist, Exhibitor and Participant, with an aim to build consensus around, and drive the discourse on WASH, Faecal Sludge and Septage Management (FSSM) forward.
Case Studies

Where Community Leads Sustainable Sanitation

Titagarh Municipality of West Bengal, especially wards no. 1, 2, 3, 10 and 13 was marked by poor housing conditions and unimproved safe water and sanitation. Residents of the locality had adapted to an unhygienic lifestyle and for them that was normal.

WASH Institute had observed open and uncleared drains, widespread open defecation, and absolutely no management of waste led to rampant diseases that resulted in deteriorating health conditions of the residents.

To address the need, WASH Institute had constructed 5 community based sanitation complexes. These complexes are child, gender and specially-abled friendly and incorporated music systems to give the users a feel good factor about the toilets. Behavioural change of the resident was indeed a difficult task since they were espoused unhygienic practices, were used to free services and hence were reluctant to pay for them. For the sustainability of sanitary complexes, WATSAN Committees had formed and trained to ensure operation & maintenance through the user fee collection.

“We have been born and brought up in the conditions which we later understood to be unhygienic and unhealthy. For us they were normal. The Community Sanitation Complex has had an immense impact on upgrading my social and economic situation, since now I can decrease my expenses on health and can use the saved money towards leading a meaningful life.”

Pumpi Majumdar, a resident of Titagarh Municipality of West Bengal, is one of the four women caretakers in the sanitation complex of Ward 10.

“Sunidhi Toilet”

The sight of a public toilet in India is nothing less than a nightmare for women, as these do not have adequate facilities for menstrual hygiene. Due to lack of facilities for proper disposal of sanitary napkins, these are disposed in an unhygienic manner - sometimes left on the floor in the absence of dustbins, or flushed into the toilets causing pipe blockages. Due to this, the users are at risk of diseases like urinary tract infections. The soiled napkins are collected by cleaners and disposed in municipal bins posing a health risk to cleaners and the general public.

To address the needs of the women in public places, WASH Institute designed and developed an easy to install women friendly modular toilet with in-built facilities such as sanitary napkin dispenser and an incinerator. While the vending machine operates by dispensing sanitary napkins by inserting a 5-rupee coin and rotating the knob, flit on the machine to 360 degrees, the incinerator works to dispose of the used pads. 10 Sunidhi toilets were piloted at public places like bus stands, market etc. in Madurai and Dindigul Corporation and was welcomed both by government officials and the public - especially women.

“Public toilets were not able to fullfill our requirements. Our job requires us to remain under the sun most of the time. In winters we used to manage, however with the onset of summers, things used to get difficult. But with such a toilet in place we can continue working smoothly and I am also not worried when my younger girl come to assist me”

Purama is one of the roadside beads seller, who frequently uses Sunidhi Toilet.
Financials: 2017-18

Balance Sheet as on 31st March, 2018

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<tr>
<th>Liabilities</th>
<th>Amount</th>
<th>Assets</th>
<th>Amount</th>
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<td>General Fund</td>
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<td></td>
<td>Grand Total</td>
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Income & Expenditure Account for the period ended 31st March, 2018

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<tr>
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<th>Income</th>
<th>Amount</th>
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<td>To Excess of Income over Expenditure</td>
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<td>Grand Total</td>
<td>312,936,311</td>
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Receipts & Payments for the period ended 31st March, 2018

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<th>Payments</th>
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<td>To Surplus from Formal Course</td>
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<td>To Other Receipts</td>
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