

ANNUAL REPORT

WATER SANITATION AND
HYGIENE INSTITUTE

2020-21



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VISION

A world in which all the communities have access to safe, protected and sustainable drinking water and sanitation services, with improved hygiene practices.

MISSION

WASH Institute's prime focus is to facilitate development of skilled professionals in water and sanitation sector with a community perspective to address the growing need of trained human resources in the sector.

Mission Statement includes:

- Bridge the knowledge gap between the community and service providers through education and training to assist the stakeholders in planning, implementation, operation and management of water, sanitation, hygiene and environmental programmes on a sustainable basis.
- Promote appropriate and low cost solutions in the areas of water, sanitation and hygiene promotion based on the action research and field level studies carried out by the Institute and its collaborative partners.
- Advocate effective policies and strategies to address the capacity building needs around the Water, Sanitation and Hygiene promotion, with a special focus on poor and vulnerable communities living in rural and urban areas, for wider replication.



Foreword

I am pleased to present to you the 2020-21 Annual Report of WASH Institute, marking the organization's 12th year of serving the Water & Sanitation sector in the country and contributing towards achieving of SDG 6, which is Clean Water & Sanitation for All.

The year witnessed an unprecedented pandemic that had a catastrophic effect leading to loss of innumerable lives, livelihood of millions of people, and a global economic slowdown. Organizationally, we took every possible measure to protect and support our communities, our staff members and their families in the face of this unfolding COVID-19 crisis. In order to safeguard our employees, WASH Institute gave its employees the flexibility to work from home and used digital mediums of communication for conducting daily work operations. We also remained in constant touch with our donors and apprised them of our project related progress, developing situations in our target areas, challenges encountered and mitigation measures undertaken by us. We have risen to this challenge with flexibility and resilience and have done everything possible to maintain the momentum of our work and day-to-day operations. During this crisis, WASH Institute came forth to serve the marginalized sections of society including frontline sanitation workers. We partnered with several organizations to provide Personal Protective Equipment (PPE), Hygiene Kits and soaps to thousands of sanitation and healthcare workers in some of our operational areas. We also installed several portable handwashing stations in schools, Primary health centers, and public areas such as markets etc. to promote handwashing along with distributing food packets to the marginalized and deprived sections of the society. Despite the trying times, WASH institute was not only able to operate in its existing locations but also increase its presence to 16 locations in 9 states from 14 locations in 7 states in the previous year.

WASH Institute continued to provide Technical Assistance to Ministry of Housing & Urban Affairs (MoHUA) and Ministry of Jal Shakti on Swachh Bharat Mission and Jal Jeevan Mission. We also provided technical support to states of Rajasthan, Chhattisgarh, Uttar Pradesh & Madhya Pradesh through our state Technical Support Units (TSUs). With an aim to increase the number of skilled professionals in Faecal Sludge & Septage Management (FSSM) & Wastewater Management sector at state, city and town levels across India, WASH Institute started a comprehensive skill development project on FSSM. The project focuses on building the capacities, skills, and knowledge of the sector professionals along with other important stakeholders to

build a skilled FSSM workforce in the country. WASH Institute has also commenced integrated WASH projects in new locations such as Khardah & Panihati Municipalities (West Bengal), Chennai (Tamil Nadu) and Hindaun (Rajasthan). These projects will contribute towards improving the WASH situation in schools and communities of these areas. WASH Institute also partnered with Department of Water Supply & Sanitation to provide support for Project Implementation for Social and Communication Activities (for multi-village surface water projects in Punjab) in district Gurdaspur & Amritsar, Punjab. WASH Institute with the support of Swachh Andhra Corporation prepared Detailed Project Reports for implementation of Solid & Liquid Waste Management Projects and ODF sustainability in a total of 252 Gram Panchayats this year. As a critical step towards commercialization, intensive field testing of our Mobile septage Treatment Unit (MTU) were carried out by BITS Pilani, Goa. WASH Institute continued to implement grassroot level WASH programs across 16 locations, spread across nine states in India. This year, through our grassroot projects, we enabled marginalized communities and schools get access to improved water & sanitation facilities and awareness on improved hygiene practices. WASH Institute became a Sector Partner of National Jal Jeevan Mission and also received 'Best Practices Award' in the WASH domain for another year from HCL Foundation.

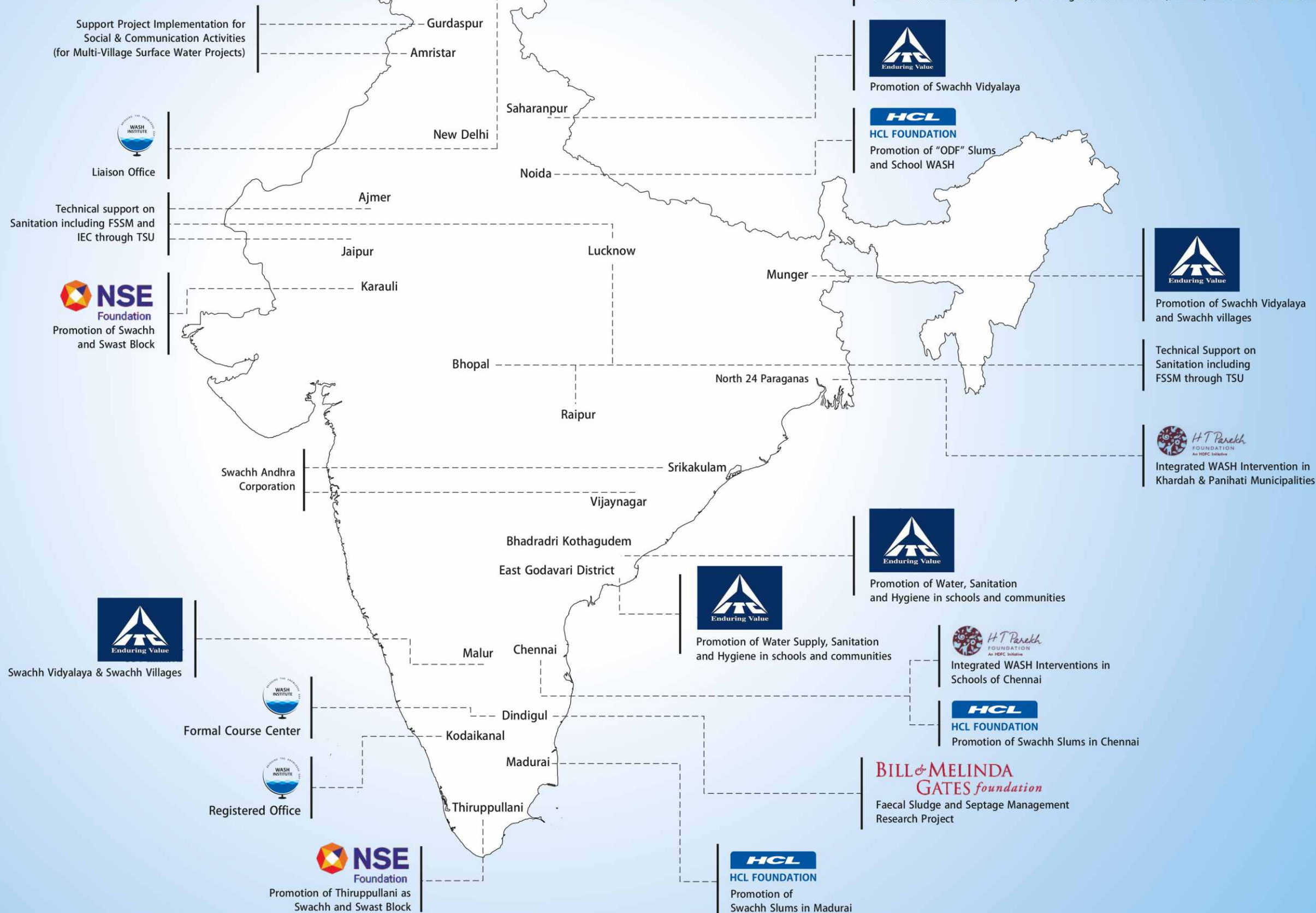
Going forward, WASH Institute would continue to build resilience within the organization and in the communities where we serve to overcome the challenges posed by the pandemic. We will also continue to support frontline warriors by building their capacities and enabling a safer environment for them by providing them PPE, Hygiene Kits and installing Handwashing stations at public places. We expect the upcoming year to be laden with opportunities as both the Jal Shakti Ministry & MoHUA are putting more effort to enable universal access to Water & Sanitation in the country through its massive five-year budget outlay of INR 2.87 lakh crore for JJM while having allocated a huge outlay of INR 1.4 lakh crore for Swachh Bharat 2.0. Apart from this, the role of CSR is increasingly improving in the WASH sector as more and more Corporates are understanding its significance especially in these pandemic-stricken times. We also will continue and enhance our efforts towards building a skilled sanitation workforce across the country by training various stakeholders on WASH. We also look forward to enabling marginalized communities and school children in new locations get access to improved WASH services in the coming year.

Looking back at the journey of this eventful year, I would like to take this opportunity to acknowledge and express my heartfelt appreciation and gratitude to all our donors and partners for their continued exemplary support, and faith in us during the trying times. I would also like to express my gratitude to the General and Advisory Council members of WASH Institute along with all the staff members for their invaluable contributions during the year. I can say with satisfaction that all the activities undertaken by WASH institute during the year contributed towards creating a positive impact on the environment and promoted gender inclusiveness across our operational areas. As India strides towards this goal, we at WASH Institute stand steadfast with our country in its mission to become ODF++ and Water+.

Arumugam Kalimuthu
Managing Trustee



WASH Institute's Presence



WASH Institute's Fight Against COVID-19

COVID-19 has created havoc in many countries and has impacted millions of people across the globe including India. The impact of this unprecedented pandemic was also felt by WASH Institute. The pandemic and the associated restrictions affected our operations to a certain extent, especially our field level work at different locations. Our priority was to safeguard our communities, our staff members, and their families. To keep the momentum of work going, most employees of WASH Institute worked from home and used digital mediums of communication for conducting daily work operations.

During this crisis, WASH Institute served the frontline sanitation workers and marginalized sections of the society at different locations. We partnered with several organizations such as UNICEF India, HUL India, GIVE India, HCL Foundation etc. to provide Personal Protective Equipment (PPE), Hygiene Kits and soaps to thousands of sanitation and healthcare workers across several states of India. We also installed several portable handwashing stations in schools, Primary health centers, and public areas such as markets etc. to promote handwashing with soap. Further, we distributed food packets to the marginalized and deprived sections of the society such as migrant laborers, people with disability etc.

The following were the key highlights of WASH Institute's COVID-19 relief interventions:



In addition to the above, WASH Institute carried out the following Capacity Building and Awareness Generation activities on COVID-19 safety measures and preventions:

- Organized 10 Trainings for Sanitation workers in Chennai through which 346 Sanitation workers were trained on COVID-19 safety measures and PPE Usage
- Mobile announcements on COVID-19 prevention were carried out, benefitting over 10,000 people in Chennai
- Video shows were organized in Chennai and Madurai for communities on COVID-19 prevention measures & practices
- Handwashing demonstrations were organized in communities to promote proper Handwashing with soap.
- Wall paintings on COVID-19 awareness were painted in Madurai at strategic locations

Prevention at Entrance

WASH Institute with support from HCL Foundation, installed a Pedestal Handwashing Stations in 31 UPHCs of Madurai. This was done to curtail the spread of COVID-19 among patients, visitors, ANC, PNC mothers, Caregivers, and staffs of UPHCs. Before installing these handwashing stations, patients, visitors, and caretakers used to enter the UPHC without cleaning their hands, which risked the lives of medical practitioners and staffs, and they felt insecure while attending the patients. After the installation of Pedestal handwashing stations, the chances of infection from virus, germs and harmful diseases were minimized by utilizing the handwashing stations installed in front of the UPHCs. Even common passerbys benefited by washing their hands while passing through the road in which the UPHCs are located. The medical practitioners and health staff of the UPHCs encouraged the common public to clean their hands by using these pedestal handwashing stations.

WASH Institute received praise and appreciation from UPHCs for installing pedestal handwashing stations during this pandemic. All the medical practitioners and staff were very thankful and appreciated the support of WASH Institute and HCL Foundation.



Technical Assistance to Government on SBM & JJM



A. Technical Assistance to DDWS, Ministry of Jal Shakti on SBM-Grameen

Introduction: WASH Institute continued its Technical Assistance to Department of Drinking Water & Sanitation (DDWS), Ministry of Jal Shakti on Swachh Bharat Mission – Grameen (SBM-G), that it has been providing since 2016 with the support of Bill and Melinda Gates Foundation (BMGF).

Key Accomplishments of the Year

- WASH Institute TA team assisted in the finalization of Swachh Bharat Mission Grameen-Phase-II guidelines and kick start of Technical Manuals and Toolkits on Plastic Waste Management, Greywater Management, Faecal Sludge Management, Bio-Degradable Waste Management, and IEC Management.
- Facilitated development and preparation of Rashtriya Swachhata Kendra - an interactive experience Centre on the Swachh Bharat Mission, at the Gandhi Smriti and Darshan Samiti at Rajghat. Organized and coordinated for Launch of Rashtriya Swachhata Kendra inaugurated by Hon'ble Prime Minister at New Delhi on 8th August 2020.
- Coordinated and organized Swachh Bharat Diwas 2020 celebrated with Swachh Bharat Puraskar distribution by DDWS, Ministry of Jal Shakti. Top Awards were given to Gujarat, Uttar Pradesh, Haryana, Telangana, Tamil Nadu, MP, Punjab & others at New Delhi on October 2, 2020.
- Assisted in the observance of World Toilet Day (19th November 2020) with Union Minister conferring Swachhata Awards on 20 best performing Districts and holding Sarpanch Samvad with Nine Sarpanches for Ministry of Jal Shakti.
- Conducted more than 30 orientation and training programs on 'Solid Liquid Waste Management in Rural Areas' for State/District officials and consultants for various States.
- Assisted in planning and execution of national COVID-19 management campaign for the States under which States were asked to conduct Wall paintings with COVID-19 messages at public places in villages and Gram Sabhas for creating mass awareness on COVID-19 appropriate behaviors along with social media campaign for DDWS, at state and district SBMG departments.
- Facilitated drafting and finalization of Greywater Manual and Village Action Plans along with brochures and leaflets.
- Prepared advisory on piloting of technologies and Standard Operating Procedures (SOP) for Grey Water Management (GWM).
- Assisted in the preparation of action plan, implementation plan and advisory on Waterbody Protection and Restoration.
- Assisted in the development of a dedicated unified web portal to monitor the progress on Gobar-Dhan. The portal was jointly launched by different Ministries/departments on 3rd Feb, 2021.
- Assisted in the finalization of Infographics and two-pager brochure for SLWM verticals.
- Facilitated development and launch of Grand idea Challenge Registration Portal Preparation of Grand Idea Challenge guidelines for coordination and implementation of Waste to Wealth Mission in rural areas.
- Facilitated installation of more than 100 Plastic Waste Management Units across the country.
- Undertook Field monitoring technical visits in States such as Uttarakhand, Haryana, Chhattisgarh, Karnataka, Assam, West Bengal, Andhra Pradesh, Uttar Pradesh, and Telangana under SBM Grameen 2.0. The team analyzed the requirement and gave technical support to the State/District/Block functionaries to implement ODF Plus in a better way.



B. Technical Assistance to MoHUA on SBM-Urban

Introduction: WASH Institute continued its Technical Assistance through stationing Project Management Unit (PMU) at the Ministry of Housing & Urban Affairs on Swachh Bharat Mission – Urban (SBM-U). WASH Institute has been providing this support since 2015 with the support of Bill and Melinda Gates Foundation (BMGF) and USAID.

Key Accomplishments of the Year

- In April-May 2020, PMU assisted MoHUA in designing the methodology and indicators for Swachh Survekshan 2021. On 14th May 2020, an extensive brainstorming session on Swachh Survekshan 2021 toolkit was conducted with all Committee members. Based on inputs received, the toolkit for Swachh Survekshan 2021 was finalized and formally launched by the Minister of State (I/C) on 3rd July 2020.
- To build the capacities of all ULBs on Swachh Survekshan 2021 methodology and indicators, PMU assisted the Ministry in conducting 25 webinars covering all states on daily basis scheduled for 21st September - 25th October 2020.
- In May 2020, the Ministry released the amendments to ODF+, ODF++ and Water + protocol which were conceptualized by the PMU after multiple rounds of consultation with cities and states.
- PMU was instrumental in amending the Water Plus protocol which now mandates both gray and black water to be treated as the next step beyond ODF++ with a cognizance of the fact that concerted efforts are made by the cities towards ODF++ compliance. The protocol has been conceptualized focusing on wastewater treatment and reuse.
- The global pandemic brought the criticality of the service provided by sanitation workers who have been at the forefront of the fight against COVID-19. The PMU worked on several campaigns to focus the narrative on sanitation workers. Such as Hum Kaam Par Ja Rahe Hai and Zara Socho, What Can We Do for Our Sanitation Workers, Swachhata Warriors and Humara Salaam.
- The PMU facilitated key events organized by the Ministry. Given the pandemic situation, the PMU had to adapt to organizing large scale events on the virtual platform. Major events organized during this period include the launch of the Swachh Survekshan 2021 in July 2020, the sixth edition of the annual cleanliness survey, the award ceremony for Swachh Survekshan 2020 in August 2020 and the sixth anniversary celebration of SBM-U in October 2020.

- The PMU has been actively engaging with MoHUA to finalize the Guidelines for Phase 2 of SBM-U. The Mission, once launched formally, will be operational for five years and focus on sustaining the sanitation and waste management outcomes achieved under Phase 1, including funding for a new component of 'Wastewater Management' to smaller cities (with a population of less than 0.1 Mn).
- As part of the engagement effort, the PMU has supported MoHUA in organizing multiple consultations and review meetings with relevant stakeholders (including senior officials and decision-makers at State and city levels), consultants working with States and cities on SBM-U, private sector organizations, parastatals bodies, and partner organizations to discuss SBM-U 2.0 guidelines and incorporating their suggestions and inputs into the Mission guidelines.
- Additionally, the PMU has played a pivotal role in ensuring that gender-based needs and concerns are integrated and reflected in the draft Guidelines for Phase 2 of SBM-U.
- The PMU supported MoHUA, in collaboration with Ministry of Health and Family Welfare, ensured that all Municipal Workers (including Sanitation Workers) were included in the 'Frontline Workers' (FLW) category.
- PMU supported the conceptualization, design and dissemination of campaigns titled "Swachhata Sankalp Desh Ka, Har Ravivaar Vishesh Sa" (Resolution for Cleaner India every Sunday) from February 2021 onwards.
- MoHUA launched the outdoor and social media campaign in December 2020, for Swachh Survekshan 2021, the on-ground assessment for which began from 1st March 2021 across 4000+ cities of urban India. The PMU has facilitated the development of a series of collaterals including posters, videos and radio spots that have been disseminated to the States.
- Technical Support was provided on SBM-G to states and cities such as Uttar Pradesh, Madhya Pradesh, Chhattisgarh, Rajasthan, Lucknow & Ajmer through Technical Support Units (TSUs).
- PMU has facilitated an extensive citizen feedback campaign for Swachh Survekshan which began from 1st January 2021 and was carried out till March 31, 2021, across several platforms such as the Vote for Your City App, Swachh Survekshan portal, 1969 and the MyGov platform.

- The PMU has been actively involved in providing support for the development of the Swachh FSSM Portal by testing the portal, advising on the content, liaising between the NFSSM Alliance and the MoHUA for scaling up and integration of the platform on the SBM-U Portal.
- WASH Institute Technical team at CPHEEO assisted in preparation of the Advisory on "On-site and off-site sewage management practices" which addresses the complete sanitation value chain in all urban areas and discusses in detail the on-site & off-site sewage management including faecal sludge & septage management (FSSM) & its co-treatment. The Advisory was released by Hon'ble Minister of State-I/C (H&UA), Secretary (H&UA) and Joint Secretary (SBM & PHE) on July 3rd, 2020.

WASH Institute Technical team at CPHEEO also assisted in drafting the following:

- Consultative Document on Land Application of Faecal Septage: This document covers various aspects of designing and operating various faecal sludge and septage land application methods. This includes pre-treatment requirements of the faecal sludge and septage.
- Guidance Document on Equipment & Workforce Norms for Managing Waterborne Sanitation in India: This document contains inter-alia, norms for procurement by ULBs in respect of inspection equipment, cleaning equipment, norms for workforce for septic tank & sewer cleaning etc.
- Training Module for Sanitary Workers for cleaning of Sewers and Septic tanks: This booklet has been designed to suit the requirements of the practicing sanitary workers/sewer cleaners who are in the field of maintaining sewerage and septic tank systems.

All these three documents were released during the event of Launch of Safai-Mitra Suraksha Challenge on the occasion of World Toilet Day on 19 November 2020.

- WASH Institute CPHEEO Team has supported MoHUA on national level competition titled "Safaimitra Suraksha Challenge (SSC)" and coordinated with all stakeholders in conducting the Loan Melas in various ULBs since November 2020 till March 31, 2021. Until 31 March 2021, 16 loan melas have been organized in 23 cities. Approximately, 5992 Safaimitras have attended these loan melas in the presence of 23 ULB officials. So far three loans have been disbursed (Rs. 32.23 Lakh sanctioned and released to



Safaimitras by the banks) for procurement of sewer/septic tank mechanized cleaning equipment.

- WASH Institute CPHEEO Team Supported in facilitating and developing the following advisories
 - Advisory on Water Meter, Instrumentation & SCADA
 - Advisory on Pipe Materials for Transmission of Water
 - Advisory on GIS Mapping of Water Supply and Sewerage Infrastructure
 - Advisory on Control Valves for water supply systems

WASH Institute technical team at CPHEEO reviewed schemes/ Detailed Project Report (DPR) related to Water supply and Sanitation prepared by States/UTs. About 27 Such DPRs were technically reviewed and given comments for modification of the DPRs.



C. Technical Assistance to Ministry of Jal Shakti on Jal Jeevan Mission

Introduction: WASH Institute continued its Technical Assistance to the Ministry of Jal Shakti on Jal Shakti Abhiyan/Jal Jeevan Mission, that it has been providing since 2019 with the support of Bill and Melinda Gates Foundation (BMGF).

Key Accomplishments of the Year

- Annual Action Plan (AAP), District Action Plan (DAP) and Village Action Plan (VAP) preparation - assisted all States/UTs in preparation of planning and implementation of rural water supply under JJM.
- State Level Scheme Sanctioning Committee (SLSSC) review - Reviewed the SLSSC plans of all States/UTs which includes intra/ inter district distribution networks, regional water supply schemes, bulk water transfer through water grids, treatment plants etc.
- Visited States/UTs and provided guidance and support in planning and implementation of JJM.
- Developed the guidelines for 100 days' campaign in providing tap connection to schools, AWCs, Ashramshalas, GP buildings, health centres etc. and disseminated in October 2020
- Developed concept note on outdoor IEC campaign and TVC scripts for development of videos in January 2021
- Developed Manual on Smart monitoring and measurement of rural water supply system. This gives a brief on application of IoT in water supply system and was released by the Ministry in January 2021
- Developed the Grey Water Management manual along with communication plan and brief presentation for training of Chef Engineers in March 2021. The manual is currently under review.
- Developed Water Quality Surveillance and Monitoring framework which is focused on assuring safe water



supply in March 2021. The framework is currently under review.

- Developed Capacity building guidelines for Key Resource Centres (KRCs) in December 2020. This gives a brief about the process of empaneling KRCs and it also defines their roles and responsibilities.
- Developed media engagement plan. Also conceptualized the JJM Samvad Webinar Series and successfully conducted national webinars since September 2020 which were attended by over 10k participant including senior State officials, Engineers and PRIs.
- Prepared and published success stories, human interest stories, articles for monthly newsletter JJM-Samvad. Coordination with different development partners, States, practitioners for articles for Samvad and editing and designing of the same
- Coordination and collaboration with UNOPS, UNICEF and other development partners for designing of audio-visual (AV) materials
- Designing of messages and visuals on participatory approach at village level for social media handles
- Provided handholding support for all States/ UTs with regard to support activities vis a vis capacity building, IEC strategy, water quality management etc.
- Led the evaluation process for empaneling the KRCs from January 2021- till date.
- Led the whole ambit of empaneling, finalizing Annual Action Plans, Training Calendars of all 104 KRCs empaneled by NJJM.
- JJM Training Portal - Led the development of JJM Training Portal in collaboration with NIC team of Ministry of Rural Development, Panchayati Raj, Agriculture and Farmers welfare
- Water Quality Management Information System – Led the development of Water Quality Management Information System in collaboration with ICMR Delhi. This is a comprehensive tool for rural water quality management.



Community/Grassroot Level WASH Projects

A. Swachh Vidyalaya & Swachh Villages in Munger

Introduction: In partnership with ITC Limited, WASH Institute initiated this project in 2014. The project thus far has enabled a total of 135 schools and communities of 19 GPs of Munger district get access to improved sanitation and safe drinking water facilities. The project also intensively promotes hygiene behavior practices in the target district.

Key Achievements of the Year

I. Access to Improved Water & Sanitation Facilities

Construction of Child, Gender & Disabled Friendly School WASH facilities: School Sanitation Block and Drinking Water/Utensil washing stations were constructed in 31 Schools, including 3 High schools, 19 Primary schools & 9 Middle schools of two blocks, i.e., Munger and Jamalpur. Apart from this, as per the requirement, Compound Wall, Kitchen Shed, Open Floor and Grill for Drinking water station and Installation of borewell with submersible pump were installed in these schools. A total of 13,057 students, including 6599 girl students benefitted.

II. Awareness Generation & Behavior Change Activities

Organized Drawing competitions: The competitions were organized in 10 High Schools. The primary objective of this activity was to instill the importance of cleanliness and personal hygiene in the minds of students. A total of 259 students participated out of which 162 were girl students.

Hygiene Sessions in Schools: Hygiene sessions were conducted across all the target schools. A total of 270 teachers were trained on conducting hygiene classes as per routine and with the help of Hygiene Module and kit.

Installation of Sanitation Monitoring Board: Sanitation Monitoring Board were installed in all the

schools. These boards comprised of a checklist for Child Cabinet Committee to monitor on a regular basis to maintain both school cleanliness and personal hygiene of students. Fund collection box for O&M of WASH infrastructure was also provided to all the schools.

Celebration of WASH Events: The Global Handwashing Day was organized in 2 Schools of Munger Block. Handwashing Demonstration was conducted in both areas and mass awareness on the importance of handwashing was undertaken in the communities. Two Mobile Announcement Vans announcing WASH specific messages went around the communities. This helped in reaching out to about 6000 People. Child Cabinet Committee member filling School Sanitation Board ChecklistWorld Toilet Day was observed in the intervened schools and communities. One Mobile Announcement van announcing WASH specific messages went around the communities. This helped in reaching out to about 4500 People.

World Water Day was also observed in the target communities to generate awareness on importance of saving, conserving, and harvesting of water along with safe water collection, storage & handling through various IEC/BCC activities. Three Mobile Announcement vans started from Krishi Vigyan Kendra (KVK) and were flagged off by MLA of Munger, Shri Pranav Kumar Yadav. The vans broadcasted the information on how water is being wasted in our daily life and ways to conserve. The Central Government Water Committee analysis was also shared with the community so that they can be aware and save water for creating a better tomorrow. The Mobile vans traveled from 9 AM to 6 PM in the evening and covered the entire Munger and Jamalpur block encompassing nearly 250 KM and reaching out to approximately 14,000 people.

III. Capacity Building & Convergence

Child Cabinet Committee Meetings: Regular meetings conducted with 8 Child Cabinet Committee members on operation and maintenance, behavioral change, discussing strategy for strengthening of facilities, review





of caretakers' performance, document maintenance etc. A total of 46 members participated in these meetings of which 41 were females. Uniform sets along with caps were provided to the Child Cabinet Committees to raise ownership amongst them.

School Sanitary Workers Training: On the Job training was organized for the school Sanitary block cleaners and community caretakers. WASH Institute also distributed hygiene kits, uniforms, and bicycles for sweepers. A total of 46 sanitary workers were trained out of which 41 were females.

Organized School Management Committee Meetings: 156 School Management Committee Meetings were organized in 135 Schools, where 1850 SMC members, teachers and parents participated. The meetings focused on formation of sustainable Operation and maintenance (O&M) systems and strengthening of SMCs. Out of the 1850 SMC member participants, 825 were girl students.

Food Hygiene Trainings for MDM Workers: Two batches of training were organized for Mid-Day Meal (MDM) workers of 31 schools. A total of 84 MDM cooks took part in the trainings and gained knowledge regarding maintaining of food hygiene along with personal hygiene. They also received MDM hygiene kits consists of Apron, cap, a pair slippers soap, towel (one each for everyone). Apart from this, nail cutter and first aid box is given for all to each school.

Headmasters Meeting: A block level monthly meeting of all Headmasters in Middle School Gouripur, Jamalpur was organized. The meeting discussion focused around the Swachh Vidyalaya Swachh Village (SVSV) Program, their objectives, process, activities, progress, support required from them etc. A total of 131 headmasters took part in this meeting.

Stakeholders Consultation Meeting: A consultation meeting was organized with DEO, DPO (SSA, MDM), BDOs and BEO regarding the project implementation, strategy for operating and maintenance, NOC for work etc. A consultation meeting with Executive Engineer and District Coordinator on Water Quality Test was also held. Another consultation meeting was conducted with the Munger Municipal Commissioner (MMC), Deputy Municipal Commissioner (DMC) and Mayor for Community Toilet construction and for implementation of the project in the community. Coordination meetings were held with all 13 Panchayat Heads for demand generation of Anganwadi centre building construction through MGNREGA.

Testimonial



"I am very pleased to express my gratitude towards ITC-MSK & WASH Institute for their precious, valuable and memorable social service towards our Constituent area (Munger) since last 6 years. They helped us in transforming the school environment into a child and gender friendly atmosphere, which is conducive for students' growth. As MLA of this Constituency, we must support to ITC MSK and WASH Institute for development of school infrastructure as well as quality of education.

- Pranav Kumar Yadav, MLA- Munger, Bihar



"ITC MSK and WASH Institute are implementing the project in Munger district. This project is a role model for education department and we will replicate the Operation and Maintenance Mechanism of Water and sanitation in all the schools of Munger district. Our Teachers and students were highly motivated and aware on Sanitation and hygiene issues".

- Ajay Kumar "Anuj"
District Program Officer,
Sarva Shiksha Abhiyan,
Munger, Bihar



B. Swachh Vidyalaya and Swachh Villages in Malur

Introduction: In partnership with ITC Ltd, WASH Institute has been implementing this project since 2018 in 10 GPs of Malur block of Kolar district and 5 GPs of Hosakote block of Bengaluru district in Karnataka. This project has been enabling school children get access to improved child, gender and disabled friendly WASH facilities. The project has also undertaken a comprehensive behavioral change campaign for promotion of good hygiene practices. Thus far, the project has reached out to 27 schools having 1671 students and 7 Anganwadis having 150 children in Malur & Hosakote block.

Key Achievements of the Year

I. Access to Improved Water & Sanitation Facilities Malur Govt. School Sanitation Block

Construction of child, gender & disabled friendly school WASH facilities: The hardware infrastructure works were conducted across 7 schools and included construction of Child friendly sanitary block including overhead tank facility (for both boys and girls), handwashing station, drinking water station, Submersible pump, and tank. As per the requirement of the school, repair of sumps was also undertaken. The total no. of students benefitted are 373 out of which 160 are girl students. 91 teachers/ MDM workers/ Anganwadi workers/ other school support staff have also been benefitted.

Construction of WASH Facilities at Anganwadi Centers: The hardware infrastructure works were conducted across 7 Anganwadis and included construction of child friendly sanitation facilities, water purifier with stainless steel tank, providing of motor for sump etc. As per the requirement of the Anganwadis, other works such as construction of new sump, compound wall with gate construction, construction of storeroom, fixing of tiles in classroom and kitchen, roof repairing, and painting works were also undertaken. The total no. of children benefitted were 150 out of which 75 were girl children. A total of 91 Anganwadi workers/ Helpers/ASHA workers/Mothers committee members etc. have also been benefitted.

II. Awareness Generation & Behavior Change Activities

Wall Paintings & Installation of Hoardings on WASH themes: Wall paintings & hoardings were installed

across 49 locations in schools & communities of Malur having messages on Personal Hygiene, safe sanitation, Drinking water management, Roles and Responsibility of the child cabinet members etc. This activity had an approximate reach of 5000 people.

Street Plays on WASH Themes: Street plays were organized across 18 communities on importance of toilet usage, ill-effects of open defecation & need for maintaining personal Hygiene. This activity had an approximate reach of 600 people. Street Play to Raise Awareness on WASH issues Focused Group Discussions on WASH Themes & COVID-19 Awareness: A total of 26 Focus Group Discussions on WASH such as importance of toilet construction & usage, ill-effects of open defecation, Government support to construct household toilets, maintaining of Personal Hygiene, Water handling, collection, and storage along with COVID-19 awareness were conducted across the target communities. This activity had an approximate reach of 748 people.

Celebration of Special WASH Days: Global Handwashing Day was celebrated in 2 villages, i.e., Baraguru and Apsandra with community women and children. A total of 110 people were reached. World Toilet Day celebrations was organized in 3 villages through which a total of approximately 200 people were reached. World Water Day was celebrated in 2 schools, i.e., in GHPS Doddanallala & GHPS Nidagatta. A total of 34 students and teachers were reached. Various IEC/BCC and awareness generation activities such as student hygiene trainings, drawing competitions, handwashing demonstrations etc. were carried out during these events.

III. Capacity Building & Convergence

Training on Operations & Maintenance of WASH Facilities for SDMC members: A total of 23 such trainings were held in which 376 SDMC members were trained on various aspects of properly operating and maintaining the WASH facilities constructed/renovated.





C. Promotion of Water, Sanitation and Hygiene in Schools and Communities in Bhadradri Kothagudem and Medak Districts of Telangana State

Introduction: In partnership with ITC Ltd, WASH Institute has been implementing this project since 2016 across 33 GPs in the districts of Bhadradri Kothagudem and Medak, Telangana. The project focusses on enabling schools and vulnerable communities get access to WASH services and promote improved hygiene behavior. Thus far, WASH Institute has intervened in 77 schools & 24 anganwadis benefitting a total of 9018 students and 1040 children respectively. WASH Institute also developed and distributed IEC materials on Decentralized Solid Waste Management in 479 GPs across the district covering a total population of 10.56 lakh people.

Key Achievements During the Year

I. Access to Improved Water & Sanitation Facilities

Construction of child, gender & disabled friendly school WASH facilities: WASH facilities were constructed across 17 schools which included construction/renovation of sanitary block, handwashing stations, running water facility etc. in Bhadrachalam. As per the requirement of schools, construction of kitchen sheds, compound walls, dining halls etc. along with painting works were also undertaken.



The total no. of students benefitted were 1547 out of which 820 were girl students. 38 school faculty such as teachers and support staff such as MDM workers, Anganwadi workers & other staff have also been benefitted.

Apart from these, WASH Institute undertook construction/renovation of hardware WASH facilities in 11 schools of Medak area. These works included construction/renovation of toilet blocks, handwashing stations, running water facilities, construction of kitchen sheds, dining halls, running water facility to toilets etc. along with painting works for aesthetic look.

The total no. of students benefitted were 774 out of which 402 were girl students. 122 school faculty such as teachers and support staff such as MDM workers, Anganwadi workers & other staff have also been benefitted.

Construction of WASH Facilities at Anganwadi Centers: The hardware infrastructure works were conducted across 24 Anganwadis and included construction of child friendly sanitation facilities, water purifier with stainless steel tank, providing of motor for sump etc. As per the requirement of the Anganwadis, other works such as construction of new sump, compound wall with gate construction, construction of storeroom, fixing of tiles in classroom and kitchen, roof repairing, and painting works were also undertaken. These were undertaken in Anganwadis situated in Bhadrachalam area.

A total of 1070 children and 89 Anganwadi workers, Anganwadis helpers, ASHA workers, mothers etc. benefitted.

II. Awareness Generation & Behavior Change Activities

COVID-19 Awareness Generation Campaigns in Schools: In order to raise awareness on COVID-19, WASH Institute conducted some special campaigns in schools. The awareness campaign included activities such as community meetings while following COVID-19 safety protocols and raised awareness on COVID-19 prevention measures, quarantine norms, protocols etc.

Hygiene Sessions in Schools: In order to promote good hygiene behavior amongst school students, WASH Institute conducted 29 sessions in schools. Interactive IEC/BCC were used while conducting the sessions. The sessions saw a total participation of 1437 school students out of which 779 were girl students.

Menstrual Hygiene Management (MHM) Sessions in Schools: To promote and raise awareness on Menstrual

Hygiene Management amongst young adolescent girls, WASH Institute conducted 16 menstrual hygiene management sessions. The sessions saw a total participation of 392 girl school students.

SHG Women Sensitization on SWM: 124 awareness sessions were organized on sensitizing of SHGs on Solid Waste Management with SHG VOs across the district. These sessions witnessed a total participation of 2411 members. SHG women play a vital role in SWM implementation, hence WASH Institute sensitized them on decentralized SWM.

SMC Strengthening Sessions: SMCs plays a vital role in the holistic development of any school. WASH Institute conducted sessions to strengthen 28 SMCs (18 in Bhadrachalam and 10 in Medak) so that they can better operate and maintain the school WASH facilities along with promoting good hygiene behavior amongst students and overall school cleanliness.

III. Capacity Building & Convergence

Strengthening Child Cabinet Committees: A total of 16 Child Cabinet Committees were strengthened by training them on operations and maintenance of school water and sanitation facilities, monitoring overall school cleanliness, personal hygiene of students etc. Training Session on Solid Waste Management Training sessions to Rural Solid Waste Management stakeholders: 62 training sessions were conducted for Bhadradri Kothagudem District administration which saw a total participation of 1451 people. The main stakeholders involved in the trainings included Gram Panchayat Secretaries, Sarpanches, MPDOs, MPOs and green ambassadors. The main objective of the training sessions was to sensitize the GP officials towards SWM initiation in their respective GPs. Post these training sessions, 225 Gram Panchayats have initiated decentralized Solid Waste Management in their respective Gram Panchayats.

Develop IEC for GPs: WASH Institute developed and distributed IEC materials on Decentralized Solid Waste Management in 479 GPs across the district. GP secretaries have begun utilizing these IEC materials during their awareness sessions on SWM in their respective GPs.

Training Sessions on Preparation of Vermi composting: In order to promote wet waste management, WASH Institute organized 21 Vermi composting trainings for GP secretaries and Swachhagrahis. These sessions saw a total participation of 958 people.



D. Promotion of Integrated Water Supply, Sanitation and Hygiene in Schools and Community of East Godavari district of Andhra Pradesh

Introduction: In partnership with ITC Limited, WASH Institute in the year 2019 commenced the project in Government schools of 15 villages of Anaparthi Mandal to enable students, teachers and Parent's Committee access to improved child, gender, and Persons with Disabilities (PWD) friendly WASH facilities. With the realization that only construction activities alone would not bring sustainable changes in WASH domain, WASH Institute has made systematic efforts to apply successful practices from the field to bring hygiene related behavioral change.

Key Achievements of the Year

I. Access to Improved Water & Sanitation Facilities

Construction/Renovation of Child, Gender & Disabled Friendly School Water & Sanitation Facilities: The hardware infrastructure works were conducted across 4 schools and included construction/renovation of sanitary block, running water facility etc. in Bhadrachalam. As per the requirement of the schools, construction of kitchen sheds, compound walls, dining halls etc. along with painting works were also undertaken. WASH Facility

The total no. of students benefitted were 740 out of which 383 were girl students. 131 teachers, MDM workers, Anganwadi workers, SMC members, other school support staff have also been benefitted.

Handwashing stations were constructed in a total of 16 schools benefitting a total of 1423 students including 342 girl students. Dining hall and compound walls construction works were undertaken in schools as per requirement of the specific schools.

Construction/Renovation of Child Friendly Toilets in Anganwadi Centres: Child friendly toilets were newly constructed in 4 Anganwadis and renovated in 3 schools benefitting a total of 198 children including 92 female children. 161 Anganwadi workers, Anganwadi Helpers, mothers' committee members, ASHA workers etc. were also benefitted. Apart from this, handwashing facilities were also constructed in 7 Anganwadis and compound walls in 4 Anganwadis.

II. Awareness Generation & Behavior Change Activities

Hygiene sessions in Community: A total of 5 sessions were organized which saw a total participation of 55 community members. These sessions oriented the community members on importance of maintaining personal hygiene and overall community cleanliness with the use of various interactive IEC/BCC tools.

Celebration of Special WASH Events: Global Handwashing Day & World Toilet Day were celebrated, and these events witnessed a total participation of 117 people. Republic Day & International Women's Day were also celebrated, and these events saw a total participation of 411 people. IEC/BCC activities were undertaken to spread awareness on WASH during these events.

III. Capacity Building & Convergence

SMC Committee Strengthening Sessions: One session was held to strengthen SMC members by orienting them on undertaking O&M of WASH facilities along with promoting good hygiene behavior amongst students and maintaining overall school cleanliness. A total of 151 participants took part in these sessions.





E. Promotion of Swachh Vidyalaya in Saharanpur district

Introduction: WASH Institute in partnership with ITC Ltd has been implementing the project in Saharanpur viz, Baliya Kheri and Saharanpur Nigam area since 2018. The project since then has been enabling the target Govt. schools get access to WASH facilities and instill hygiene related behavior change practices among the students. Thus far, a total of 47 improved school toilet facilities and 2 community toilets have been constructed/renovated under the project benefitting students and community people in the project area.

Key Achievements of the Year

I. Access to Improved Water & Sanitation Facilities

Construction of Child, Gender & Disabled Friendly School Water & Sanitation Facilities: New Sanitary blocks were constructed in a total of 14 schools while



renovation of school toilet blocks was undertaken in 8 schools. Construction of handwashing stations and utensil cleaning stations were undertaken in a total of 22 schools while boundary walls were constructed in 4 schools. Mid-Day meal sheds were constructed in 7 schools while school building renovation works such as flooring, painting, repair work etc. were undertaken in 21 schools. Rainwater Ground Recharge System was constructed in one school. Govt. School students eating midday meal in MDM ShedWASH Facility

Thus, to summarize the water and sanitation hardware construction/renovation works were undertaken in 22 schools, benefitting a total of 2123 school students out of which 1106 were girl students. Apart from these 94 teachers/ MDM workers etc. were benefitted.



II. Awareness Generation & Behavior Change Activities Drawing Competition to Raise WASH related awareness

Hygiene Sessions in Schools: A total of 143 sessions were organized with school students which saw a total participation of 2288 students. These sessions motivated and oriented students on the importance of maintaining good personal hygiene and overall school cleanliness.

Celebration of Special Days: World Toilet Day was celebrated with school students and in a couple of communities. Global Handwashing Day celebrations were organized in two communities. World Water Day was organized in schools. Various competitions and IEC/BCC activities such as drawing competitions, rallies etc. were organized to spread WASH specific messages. Handwashing items were also distributed in the community. The World Toilet Day also saw inauguration of one Community Toilet block by Municipal Commissioner of Saharanpur. WASH specific messaging was also spread through online platform with school students & teachers.

III. Capacity Building & Convergence

School Management Committee Strengthening Sessions: 56 sessions were organized held to strengthen the school management committees. These sessions were held to strengthen SMC members by orienting them on undertaking O&M of WASH facilities along with promoting good hygiene behavior amongst students and maintaining overall school cleanliness. A total of 350 participants took part in these sessions. It was very good to see that post the sessions 43 School SMCs have started Contributing for O&M of WASH facilities in schools.

Formation & Strengthening of Child Cabinet Committees: A total of 30 Child Cabinet Committees were formed and strengthened. The Child Cabinet Committees are responsible to oversee and monitor regular operations and maintenance of the school water

& sanitation facilities. They are also oriented to maintain a checklist and ensure personal hygiene of students along with ensuring the overall cleanliness of the school premises.

Testimonial



“Earlier there were only two toilets in the school, in which all us students and teachers used to go and there was no water. The water had to be filled from the tap outside which was highly inconvenient. Also, the ground was far below the road due to which rainwater could not drain out and my school became all muddy and dirty especially during rainy season because of which me and many other students in my school could not attend school in those days. Since ITC Mission Sunehra Kal has come to our school and built these beautiful & attractive toilet facilities with running water and even changing rooms, it has become so easy and convenient for us to attend school. Thank you so much for also teaching us how to remain clean & healthy by washing hands with soap and maintaining personal hygiene. Now, the school environment has become so good that I sometimes feel like coming to school even on Sundays”

Arzu, 7th Class student
Upper Primary School, Kaziwala





F. Promotion of ODF slums and School WASH in NOIDA

Introduction: The project is supported by HCL Foundation and has been ongoing since 2017. The project focusses on enabling schools get access to improved WASH services and promoting improved hygiene practices in schools as well as in urban slums. This project is being implemented in NOIDA, Uttar Pradesh. Thus far, under the project, new child, gender & disabled friendly toilet block construction has been undertaken in 25 schools while renovation of toilet blocks has been undertaken in a total of 7 schools. Handwashing stations, drinking water stations and storage tanks have been installed as per requirement of the respective schools.

Key Achievements of the year

I. Access to Improved Water & Sanitation Facilities WASH Facility in Noida Govt. School

Construction of Child, Gender & Disabled Friendly Sanitation Facility: A sanitation block was built in Chejjarsi. A Rainwater Harvesting system was also built in the Chejjarsi School. The facility was inaugurated by AGM Ms. Simi Suri of HCL Foundation and Ms. Anjana Varma, Principal of Chejjarsi School. The inauguration was attended by 1387 people including students, teachers, and members from HCL Foundation and WASH Institute. The activity witnessed an oath taking ceremony by the School WATSAN committee who took an oath for ensuring long term sustainability of the WASH facilities constructed.

WASH Institute also installed an RO plant at the Sri Krishna Inter College with reject water use and built a room for the RO plant. A total of 1558 students benefitted from the safe water facility provided in the school. The facility was inaugurated by Ms. Poonam Varma, Principal SKIC. School teachers, students and WASH Institute team were also present during the inauguration.

II. Awareness Generation & Behavior Change Activities

Hygiene Sessions: In this period, the team conducted 155 hygiene sessions in schools. The purpose was to enable students inculcate good hygiene practices. As part of the sessions, the team also strengthened the students to conduct proper operation and maintenance

of the WASH facilities constructed. The activities saw active participation of 3284 students.

IEC/BCC activities: As a part of these activities, the team mobilized 11 schools and three communities to organize these awareness and behavioral change activities and involved over 1100 students and community members. While in schools the students were educated on the significance of WASH and water conservation through quiz/drawing competition and screenplays, in communities the same was imparted through Focused Group Discussions (FGDs), Awareness meetings, and door to door awareness activities.

Observation of special events: Special days such as World Toilet Day, Global Handwashing Day, and World Water Day were observed involving 1094 students. The special days generated awareness on WASH and water conservation through activities such as quiz competition, essay writing competition, drawing competition, and hand wash demonstrations. While World Toilet Day, Global Handwashing Day were observed virtually because of the ongoing pandemic, World Water Day was organized in Chejjarsi Composite, and GUPS Gheja. Students were felicitated with prizes and certificates.

III. Capacity Building & Convergence

Solid Waste Management training: Waste segregation at source is critical to its recycling and disposal. To enable the school children and community members, understand the significance of waste segregation, over 500 of them were trained on source segregation of waste and composting of wet waste. Besides, a total of 250 students were also trained on a webinar during the lockdown period.

Formation and Strengthening of WATSAN committee: Apart from strengthening 308 School students in 28 schools on Operation and Maintenance (O&M) this year, the team also trained 99 new school WATSAN committee members from nine schools. Besides, 93 community members from six WATSAN Committees were also strengthened on conducting operations and maintenance of the constructed toilet blocks.



Testimonial

“Our fathers used to own departmental and vegetable shops, however due to the pandemic the income that used to get generated from the work decreased and we faced financial hardships. With such financial condition, it was difficult for us to maintain our families' demand to buy hand wash and masks. This was during this time; we motivated our family members to practice hygiene by teaching them how to make liquid soap and stitch masks at home. This idea came to both of us after attending the hygiene sessions organized by WASH Institute.”

Sandhya and Sumaiya
class 8th students of Noida Govt. school.



G. Promoting Swachh Slums in Madurai

Introduction: With the support of HCL Foundation, since 2016 the project has been enabling communities get access to improved WASH facilities along with promoting hygiene practices in slums and schools of Madurai City Corporation Area. The project also emphasizes on engaging the stakeholders/users in project implementation and ensures sustainability of WASH services.

Key Achievements of the Year

I. Access to Improved Water & Sanitation Facilities

Construction of Drinking Water Stations- A Community Drinking Water Station was constructed in Milakaranai area to provide access to safe drinking water. The facility constructed benefitted about 200 community members.

II. Awareness Generation & Behavior Change Activities

I. Hygiene promotion sessions with students- With the aim to impart importance of hygiene, regular hygiene sessions were conducted in which 40 students of Pandian Nedunchezian High School participated.

II. Follow up of WASH facilities created under the project: 20 such follow ups were done during the period to monitor the WASH facilities constructed under the project.

III. Solid waste Management Sessions- Three solid waste management programs were conducted at Keerathurai/Milakaranai to impart awareness on source segregation, collection, and safe disposal of waste. The sessions also motivated the community to produce compost by sensitizing them on the benefits of the same. 82 community members participated in the sessions.

IV. Door to Door Hygiene Session: Regular hygiene session was conducted on importance of person hygiene, COVID-19 appropriate behavior and toilet usage. A total of 860 community members were reached through this activity.

V. Toilet Usage Monitoring: Periodic monitoring of toilet facilities was carried to culminate toilet usage among the community. A total of 3266 community members were reached through this activity of three zones namely zone 3, 4 and 1.

VI. IEC/BCC Activities- To inculcate good practices on toilet usage, hygiene promotion, and solid waste management, activities such as awareness camps, and video shows were conducted in 6 schools reaching 151 students.

VII. Celebration of Important Days- Special Events such as World Toilet Day, Global Handwashing Day, Menstrual Hygiene Day were observed in target schools and communities. A total of 6860 community members, women, adolescent girls, students, and teachers participated in the events.

III. Capacity Building & Convergence

Formation and Training of WATSAN Committees: WATSAN committees play a crucial role as far as sustainability of the WASH services is concerned. 9 trainings of WATSAN Committees were done with participation of 90 members and they were trained on WASH, and operation and maintenance of the constructed, renovated WASH facilities and practicing COVID-19 appropriate behaviour.

Testimonial

"We used to face serious issues in accessing potable drinking water. The taps that we were dependent on used to get limited supply and were placed far away from our places. Thanks to the Mini Water Supply tank installed by WASH Institute we are now able to access safe drinking water for our families."

- Mrs. Patchi, WATSAN Committee member



H. Promotion of Swachh Slums in Chennai

Introduction: This project is supported by HCL Foundation and has been ongoing since 2018 in the slums and schools of Sholinganallur (Zone 15) under Chennai Corporation Area. The project focusses on providing improved WASH services to the marginalised slum dwellers and school children of the target area. Along with the improved sanitation facilities, the project also ensures promoting hygiene practices to eradicate open defecation through participation from the target slum, schools and Govt. officials of the Chennai Corporation Area.

Key achievements of the year:

I. Access to Improved Water & Sanitation Facilities



Construction of School Toilet block: In most of the Government schools, children do not have access to improved and functional WASH facilities. As a result, students, especially girl students face difficulties, which adversely affect their learning outcome. In order to enable schools to have functional child, gender and disabled friendly toilets, one school toilet block has been installed at Lions club of Guindy Government High school, Labour colony, Guindy, Chennai benefitting 160 adolescent girls and 194 boys. It is equipped with separate enclosure for girls & boys with handwashing station and changing rooms.

Construction of Individual Household Latrines (IHHLs): Inadequate sanitation is associated with diarrhea, soil-transmitted helminths, trachoma, etc. To enable community members access improved sanitation, Individual Household Latrines with solar

powered lights were constructed for 129 households in Gandhinagar and Aarikarai, Shollinganallur benefitting 516 people

II. Awareness Generation & Behavior Change Activities

IEC/BCC activities: Wall hoardings were installed to generate awareness on open defecation and importance on use of toilets in Gandhinagar. A total of 14 such hoardings were installed in the community.

Awareness meetings in communities: 18 such meetings were carried out in which 164 persons benefitted from the community. The meetings were focused on generating amongst the communities on WASH related appropriate behavior, Menstrual Hygiene Management, Personal hygiene, Solid Waste Management and carrying out Operation & Maintenance of WASH facilities.



Celebration of Special Events: Four Special days were observed such as Global Handwashing Day, World Toilet Day, International Women's Day, and World Water Day. A total of 171 people were benefitted through these activities

III. Capacity Building & Convergence

Training programmes on Solid Waste Management: Training programs were conducted on waste segregation, collection, processing, and treatment. The participants were equipped with the knowledge of three

principles of managing waste such as Reduce, Reuse and Recycle. The team also conducted a training session on household composting of waste. A total of 172 community members participated in the trainings. The sessions were concluded with distribution of cloth bags and IEC/BCC materials such as pamphlets.

Training of WATSAN Committee members: 6 WATSAN Committees were formed in Yerrikarai and Gandhinagar and were trained on the functioning of the COVID-19 Safety protocols, Menstrual Hygiene Management, IHHL maintenance and reuse, personal hygiene, Solid Waste Management and Greywater Management. A total of 88 persons benefitted from the training out of which 85 were women and 3 were men.

Child Committee Meeting: With an aim to promote children as Health Ambassadors, the team conducted six meetings in Gandhinagar slum this year. The meetings emphasized on imparting hygiene messages, hand wash

techniques, and toilet usage. The meetings also brought into focus diseases that spread because of open defecation, and imparted knowledge on ways to overcome the same. A total of 170 children from the community participated in the meeting.



Testimonial

"We never had a toilet in our homes as a result of which we had to go out to defecate near the lake. In rainy season, there is often a fear to get attacked by insects and reptiles that hide in the bushes and tall grass. Moreover, we started falling ill but we never realized the reason of our illness could be because of open defecation. Thanks to WASH Institute's intervention in our slum, we now have our own toilets. Apart from installing the toilet facility, the team from the organization also oriented us on the need to inculcate good hygiene behavior to keep diseases at bay."

- D. Rasathi, WATSAN committee member





I. Promotion of Thiruppullani as Swachh & Swasth Block

Introduction: In partnership with NSE Foundation, WASH Institute in the year 2019 commenced a project in Thirupullani, Ramanathapuram District, which is one of the most water stressed districts of India. During the year, the project has enabled schools, communities, Primary Health Centres (PHCs) and Anganwadi Centres across 14 Gram Panchayats get access to improved child, gender and disabled friendly WASH facilities. The project also is undertaking a comprehensive behavioural change campaign for promotion of improved hygiene practices.

Key Achievements of the Year:

I. Access to WASH facilities:

Retrofitting of School Sanitation Blocks: 22 Gender, child and disabled friendly school sanitation blocks were constructed/renovated with improved sanitation facilities including hand washing station, changing rooms, incinerators etc. The facilities catered to the need of 815 girls, 799 boys and 212 teachers.

Piloting of Rainwater harvesting in Schools: 3 rainwater harvesting structures have been piloted in three schools to cater to the need of running water



facility. It benefitted a total of 704 students and 28 teachers.

Retrofitting of Anganwadi Sanitation Facilities: Safe drinking water and improved sanitation facilities are critical to a child's development and well-being. 11 AWC toilets were retrofitted catering to the needs of 170 under-5 children who are under the age along with 15 Anganwadi workers/helpers. The toilet blocks were also provided with hand washings stations.

Retrofitting of Primary Health Centers (PHCs) Sanitation Facilities: Water, Sanitation and Hygiene is fundamental to preventing and controlling infection in health care facilities. Therefore, toilet blocks in two PHCs were retrofitted with improved sanitation facilities that enabled 200 outpatients and staff members access to improved sanitation facilities.



Installation of Drinking Water Facilities: To provide better accessibility to safe drinking water, three mini water tanks of 2000 litres capacity were installed in target villages. The tanks were provided with four taps for the convenience of the community members to collect water. The drinking water facilities will enable saving time and effort of community members, especially women, towards accessing safe drinking water and is expected to benefit over 1056 community members.

II. Awareness generation and Behavior change activities

IEC/BCC Activities: IEC/BCC activities are an effective strategy to promote hygiene and reach out to the target audience in their local dialect. Activities such as street plays, video shows, drawing competitions, quiz competitions etc. were conducted across 20 schools, 65 communities and 25 Anganwadis on water, sanitation and hygiene issues. In schools, 40 video shows were conducted with 1674 students, and 20 quiz competitions and drawing competitions were conducted with over 400 students. In addition to these, in communities, eight awareness camps and eight video shows were organized to disseminate hygiene messages among 2100 community members. In Anganwadis, 50 video shows were conducted for 334 children. Communication material such as hand fans were distributed among 1674 students and 2500 families.



Celebration of Important Days: Special days such as World Toilet Day, Global Hand Washing Day were observed to engage and sensitize people on diseases related to poor & unsafe sanitation. The days were celebrated with large number of community members, students, and teachers.

III. Capacity building and convergence

Stakeholders' Meeting: To emphasize on the importance of sustainability of WASH services, resource mobilization and ensure coordination and support from Govt. departments for the project activities, a stakeholders' meeting involving SMC members, Block level govt. officers, community members etc. was organized.

Formation and Strengthening of Child Cabinet Committees: Child Cabinets were formed and strengthened in 20 schools. 240 child cabinet members were trained on operation and maintenance of the retrofitted WASH infrastructure in schools.



Personal, Food Hygiene Trainings for MDM Workers: Making a positive contribution towards maintaining good health of the students, food hygiene and personal hygiene trainings were organized with key stakeholders such as MDM workers, Anganwadi teachers, ASHA workers, and Mothers. The sessions were attended by 290 participants.



Ramanathapuram District Collector Thiru. K. Veera Raghava Rao I.A.S., Additional Collector Thiru. M. Pradeep Kumar, I.A.S., and Thiru G. Vasudev, Green Rameshwaram Trust, jointly released WASH Training Guide Published by WASH Institute with support of NSE Foundation on 31.08.2020 in the aspirational districts program review meeting, Ramnad Collectorate.

Menstrual Hygiene Management training for adolescent girls: Aimed at breaking the stigma around menstruation and emphasizing on the importance of menstrual hygiene, two Menstrual Hygiene Management trainings were conducted with 1103 adolescent girls and female teachers. The trainings imparted information on menstrual cycle, importance of washing hands before and after using the pads and safe disposal of sanitary pads.

Capacity building sessions on hygiene and O&M of WASH Facilities: 80 school teachers and SMC members were equipped with knowledge on hygiene and importance of operation & maintenance of WASH facilities. The purpose of these trainings was to ensure long-term sustainability of the sanitation and water services in Schools. Similarly, 98 PHC staff members such as Doctors, staff nurse, Auxiliary Nurse Mid wife were oriented on importance of Operation & Maintenance of WASH facilities.

Testimonial

"WASH institute is doing a very good service with support of NSE Foundation for government schools in Thiruppullani block. Their renovation works is very professional and the toilets look like as if newly constructed one. All school administration should properly use their service, and we are also requesting WASH institute to work in other blocks in Ramanathapuram district so that we can improve our schools as student friendly premises. I am also requesting school HM to take necessary steps for the proper operation and maintenance of this renovated toilet block."

- Dr. Pukazhenth, Former Chief Educational Officer (CEO), Ramanathapuram District during the inauguration of renovated toilet blocks of Pudukoil Panchayat Union Primary School (PUPS)

J. Promotion of Hindaun as Swachh and Swasth Block

Introduction: In collaboration with NSE Foundation, WASH Institute in the year 2020 commenced a project in Hindaun, Karauli District of Rajasthan which is one of the most water stressed districts of India. During the year, the project has enabled schools and Anganwadi Centres across 11 Gram Panchayats get access to improved child, gender and disabled friendly WASH facilities. The project also undertakes a comprehensive behavioural change campaign for promotion of improved hygiene practices.

Key Achievements of the Year:

I. Access to Improved Water & Sanitation Facilities

Retrofitting of School Sanitation Blocks: 4 child, gender disabled friendly school sanitation blocks were constructed/renovated with improved sanitation facilities. The facilities catered to the need of 120 girls, 120 boys and 40 teachers.



Retrofitting of Anganwadi Running Water Facilities:

Safe drinking water and improved sanitation facilities are critical to a child's development and well-being. Running water facilities were provided in 2 Anganwadi centers catering to the needs of 40 children & 06 anganwadi workers/helpers.



II. Awareness Generation & Behavior Change Activities

SMC trainings: 13 such trainings were done in which 156 SMC members participated.

Menstrual Hygiene Management training for adolescent girls: Aimed at breaking the stigma around menstruation and emphasizing on the importance of menstrual hygiene, two Menstrual Hygiene Management trainings were conducted with 120 adolescent girls and female teachers. The trainings imparted information on menstrual cycle, importance of washing hands before and after using the pads, safe disposal of sanitary pads etc.

IEC/BCC Activities: IEC/BCC activities are an effective strategy to promote hygiene and reach out to the target audience in their local dialect. Activities such as video shows, drawing competitions, quiz competitions etc. in schools, 06 video shows were conducted with 300 students, and 17 quiz competitions and drawing competitions were conducted with over 850 students. Handwashing Demonstration at Global Handwashing Day Celebration

Celebration of Important Days: Special days such as World Water Day, World Toilet Day and Global Handwashing Day were observed to engage and sensitize people on diseases related to poor & unsafe sanitation. Through these events 300 community members were reached.



Capacity Building

Skill Development in Fecal Sludge and Septage Management (FSSM) Sector in Indian towns and cities

Introduction: This three-year project that started in the year 2020, aims at building a skilled sanitation workforce to address the demand in Fecal Sludge and Septage Management (FSSM) sector in Indian towns & cities. It is envisaged to train 2800 Government officials, 500 NGO professionals, 60 Private Sector/CSR representatives, 1200 Sanitation workers, 320 STP/FSTP operators, 120 certified and trained professional and 120 students through this project. In order to achieve this, WASH Institute is conducting various capacity building trainings/certificate courses on FSSM across India through classroom/online trainings. New modules, use of Learning Management System (LMS), interactive training methods such as simulations, games, videos, quizzes are some of the highlights of the training content which aims to ensure two-way participation and an enabling and fun environment for learning and growth.

The project not only aims to address the current lacunas with respect to skills, capacities and knowledge but also has the promise to be a platform to integrate & bring together the various sector professionals, training organizations, state & national government officials, private sector, NGOs etc. on one platform and provide them with a forum for continued interaction, learning & growth. Thus, this integration of various stakeholders will help forge a multi stakeholder partnership along with the expertise of national level experts will create a favorable atmosphere leading to increased private sector engagement & investment in FSSM & Wastewater Management. This in turn will augment the capacities of the government and private sanitation workforce to deliver their services efficiently leading to improvement in the FSSM status of the country.

Key Achievements of the Year

The training program was formally launched on 19th Jan 2021 by Shri. Rajiv Ranjan Mishra, Director General, National Mission for Clean Ganga. The launch was done through a half-day webinar in which 327 people participated.

First batch of online Orientation training on FSSM was organized in collaboration with National Mission for Clean Ganga (NMCG) for the state officials of Uttar Pradesh in which officials of 10 Urban local bodies participated. A total of 31 officials were trained out of which 27 were men and 4 were women.

Second batch of online Orientation training on FSSM was organized in collaboration with NMCG for state officials of Uttar Pradesh in which representation from 9 ULBs participated. A total 24 people were trained out of which 21 were Government officials and 3 were NGO professionals.

A three-day online Orientation training on FSSM was jointly conducted with Regional Centre for Cultural and Environmental Studies (RCUES) which is local level training institute situated in Lucknow, Uttar Pradesh. A total of 48 officials from 13 ULBs participated in the training out of which 44 were men and 4 were women.

An eight-day online Orientation training on FSSM was conducted for state of Karnataka for AMRUT cities. A total of 22 officials of 22 ULBs were trained, out of which 16 were men and 6 were women.

Two batches of one day orientation training on O&M of FSSM in Kovilpatti and Edapaddi towns of Tamil Nadu.

A total of 41 officials representing 12 ULBs, 19 private organization personnel and 2 NGO representatives were trained.



A nine-day online Orientation training on FSSM was conducted for state officials of Kerala AMRUT cities. A total of 57 officials representing 15 ULBs were trained, out of which 34 were men and 23 were women.

Two batches of online advance training on FSSM were conducted in collaboration with Engineering Staff College of India (ESCI) which is a local level training institute in Hyderabad, Telangana. A total of 81 people were trained from 38 ULBs of 13 states. Out of which 72 were Government officials, 1 from private sector representative and eight academicians.

A Training of Trainers for Sanitation workers was conducted which was a two-day training organized in WATCO office in Unnati Bhawan, Bhubaneswar, Odisha. In these 7 private consultants from EY were trained. Sanitation Workers Training

Six batches of classroom trainings were organized for Sanitation workers of Odisha in 8 cities namely Cuttack, Bhubaneswar, Balasore, Sambalpur, Rourkela, Madurai, Chennai and Puri. A total of 429 Sanitation workers were trained out of which 560 were men and 92 were women. Two batches of classroom trainings were also organized for Sanitation workers of Tamil Nadu in two cities namely Madurai and Chennai. A total of 223 Sanitation workers participated, out of which 164 were men and 59 were women. A total of 652 sanitation workers were trained.

Thus, to summarize, skills & capacities of 652 sanitation workers, 293 government officials, 27 private organization personnel, 5 NGO representatives and 8 academicians were developed through the trainings on FSSM.



Formal Course Center

Introduction: WASH Institute's Formal Course Centre was established in 2008 and since then it has been developing a cadre of trained professionals in WASH sector. It has two-year Post Graduate Diploma Courses, i.e. Sanitary Inspector Course and Health Inspector Course. Two new courses being Water & Wastewater Quality management & Non-Sewered Sanitation are also scheduled to begin in the upcoming financial year.

Key Achievements

Health Inspector Course: During the year, a total of 19 students were enrolled in the Health Inspector Course and 12 students are scheduled to pass out. These trainees along with undergoing rigorous practical and theoretical exposure have also undertaken internships in Primary Health centres, town panchayat, municipal corporation offices etc.

Sanitary Inspector Courses: During the year, a total of 25 students were enrolled in the One Year Sanitary Inspector Course. These trainees along with undergoing rigorous practical and theoretical exposure have also undertaken supervisory training at Madurai Corporation.



Internship Trainings: The trainings were conducted on various topics such as Water Conservation & Recycling, Recent trends in wastewater treatment & management, advanced training on FSSM, orientation training on FSSM, orientation on biosolids reuse, hard water & soft water. These trainings were organized for a host of stakeholders including students, faculties, engineers, students, state Government officials, social workers, industrial workers, and researchers. An internship training was organized on Water Conservation & Recycling for the Sakthi College of Arts & Science. These trainings saw a total participation of 498 trainees. All the trainings were conducted online.

Also, two webinars were organized on career prospects for Youth in Water & Sanitation, Modified Cellulose Acetate and Polysulphone Ultrafiltration membrane for Water Application - comparative study. These webinars witnessed a total participation of 650 participants.

Water & Wastewater Lab Testing: A total of 10 water samples were tested for the Thiruppullani district government. A total of 14 parameters including Hardness, TDS, pH, chloride, fluoride, iron, ammonia, nitrate, nitrite, phosphate, residual chlorine, turbidity, and coliform were analyzed. This year did not see extensive use of the lab due to the COVID lockdown and restrictions. Apart from these, a total of 19 wastewater samples were tested on 8 parameters including Chemical Oxygen Demand (COD), Biochemical Oxygen demand (BOD), TDS pH, TDS, Turbidity, Conductivity & Coliform.

Serving the Nation: A total of 215 students have passed out from the WASH Academy. Out of these, 80 passed out students are working as Sanitary Inspectors in Greater Chennai Corporation while 43 are working as Health Inspectors in Government Primary Health Hospitals in different Districts across Tamil Nadu.



Mobile septage Treatment Unit (MTU)

Introduction: In 2020-21, Mobile septage Treatment Unit (MTU) treated a total of 5,29,496 litres of septage from 72 septic tanks. This year was significant in terms of demonstrating the operations of MTU to the ULBs through a national event organized by The Ministry of Housing and Urban Affairs (MoHUA) called Loan Melas”.

Key Achievements

This year was significant in terms of commercialization and technical validation of the technology by BITS Pilani, Goa. During this phase, the technology was driven to



different geographical locations in Goa to test its treatment efficiency. As part of this phase, a total of 60 tanks were emptied and a total of 4,53,701 litres of septage was treated and safely disposed.

In order to meet the increasing demand from Madurai and Dindigul to empty septic tanks, this year the MTU emptied 12 tanks and treated 75,795 litres of septage in the Corporation areas.

This year was also exciting in terms of demonstrating operations of MTU to various ULBs through Loan Melas. Loan Melas were one of the key initiatives by the Ministry of Housing and Urban Affairs (MoHUA) in partnership with the Ministry of Social Justice and Empowerment (MoSJ&E), and National Safai Karamchari Finance Development Corporation (NSKFDC). The event was attended by the Municipal Corporations, banks and Safaimitras. The purpose of the event was to build capacity of the Safaimitras, create awareness among the ULBs on available technologies, and provision of availing soft loan under Swachhata Udyami Yojna (SUY). In an effort to demonstrate MTU as a potential treatment technology, WASH Institute exhibited the technology in Loan Melas organized in Ludhiana, Gurgaon and Bhopal.





Support to State Governments

A. Support Project Implementation for Social and Communication Activities (for multi-village surface water projects in Punjab in district Gurdaspur & Amritsar, Punjab)

Introduction: WASH Institute commenced an International Bank of Reconstruction & Development (IBRD) funded project in partnership with Department of Water Supply & sanitation, Punjab to generate awareness, knowledge, build capacities and skills through various IEC related activities on a multi water surface water project in 152 villages of the districts of Amritsar & Gurdaspur districts of Punjab for a period on one year.

The objective of the project is to achieve higher service delivery level by accelerating the social engagement through carrying out community mobilization activities at the village level. The project aims to focuses on generating awareness through various IEC/BCC activities, strengthening local institutions and groups, building their skills & capacities, linking them to financial institutions, extensive monitoring, and documentation.

Key Achievements of the Year

The project commenced on 22nd December 2020 and the following key achievements were undertaken till the end of March 2021. The Project Inception Report was submitted in the month of January post which the ongoing IEC activities began.

Household Non-Functional Household Tap Connections (FHTC) Survey: the surveys were conducted in 17 villages including a total of 150 households. The surveys were conducted to collect information of the households which hadn't yet been connected to FHTC.

Village Profiling: Overall profiling of villages while focusing on water & sanitation specific parameters were focused upon during profiling of the villages. Profiling of

majority of the target villages were completed during this reporting period.

Risk Communication and Community Engagement Plan Survey: Key informant interviews were conducted with a total of 913 local key village informants were interviewed from a total of 143 villages in the districts of Amritsar & Gurdaspur. The informants included key village resource person such as Anganwadis workers, ASHA workers, Granthis (religious leaders), housewives, pump operators Sarpanch & Panch. Apart from this, a FGDs were conducted on this including a total participation of 2567 members.

These activities were conducted understand COVID related behavior, practices, and beliefs of the community members across villages of Amritsar & Gurdaspur districts. The survey was also conducted to formulate a plan to minimize COVID risks during activities in the field, maximize COVID related awareness and sensitization amongst the community members using innovative participatory non-contact means of communication.

Gram Panchayat Water & Sanitation Committee (GPWSC) Orientation & Strengthening

Orientation sessions for orienting the GPWSCs on their collective roles and responsibilities were held using participatory tools & techniques with 21 GPWSCs. The participants included Key village influencers apart from GPWSC members.

Gender Mainstreaming Sessions

Gender mainstreaming sessions were conducted in a total of 106 villages. These sessions included men groups, women groups, and elderly groups of the communities.

Gram Panchayat Water & Sanitation Committee (GPWSC) Orientation & Strengthening:

Orientation sessions for orienting the GPWSCs on their collective roles and responsibilities were conducted using participatory tools & techniques with 21 GPWSCs. The participants included Key village influencers apart from GPWSC members.

Apart from the above, hiring, onboarding, and training of project team was undertaken, preparation of Field level action plan, Development of training material for various awareness generation, capacity building & training sessions, Orientation of Project staff on field level action plan for carrying out awareness generation, capacity building and training sessions.

All activities as per Milestone 1 of the project were duly completed and the report with relevant supplementary documents was submitted. Work began on the Milestone 2 activities. Digitizing questionnaires using KOBO app & Orientation of project team on use of KOBO Application in field.



B. Swachh Andhra: Preparation of Detailed Project Reports (DPRs), for implementation of Solid and liquid Waste Management Projects (Cluster Wise) and Report on ODF Sustainability in the proposed GPs in the state of Andhra Pradesh



Introduction: SBM2.0 and JJM missions are providing resources to implement WASH infrastructure across the country. The challenge for the sector is to be able to build capacities quickly to absorb these resources and implement good quality interventions. Capacity constraints at the GP level are well known. How do we then plan for ODF+ interventions at each GP without the expertise available on ground? The Swachh Andhra Corporation (SAC) posed such a challenge in August 2020 when they requested for a competitive proposal from NGOs and private sector agencies to develop 'Detailed Project Reports' (DPRs) for pilot GPs. WASH Institute was assigned 251 GPs from 3 districts – Visakhapatnam, Vizianagaram, and Srikakulam in Andhra Pradesh to develop DPRs towards making these GPs ODF+. Given the COVID-19 related restrictions, experts could not travel to the GPs in person, which is the typical approach to such projects. This was exactly the challenge WASH Institute was looking for to find a way to plan at scale with quality.

Project Implementation & Key Achievements

To collect data from each village, one local student in each block (100+ in total) was trained to conduct a survey and collect data. For quality control and ease of process a mobile app was used. Other local youth with experience in solid waste management were recruited to supervise the field surveyors. All of them were trained virtually using online tools. Each infrastructure component under ODF+ was visually made familiar to them – from compost sheds to single pits, water

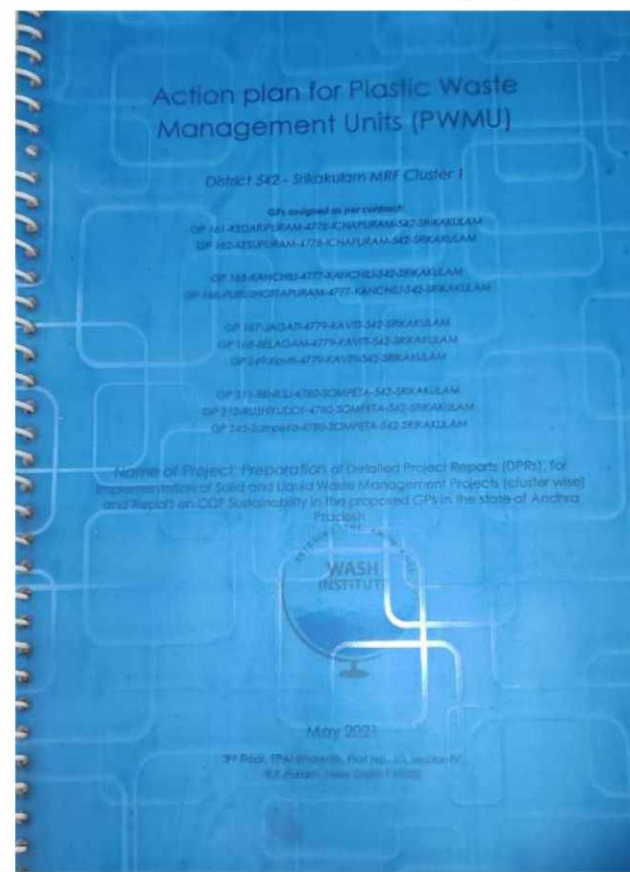
standees to waste dumping spots. Thus, trained and equipped with the mobile app the field surveyors and coordinators were able to bring in reliable data from the GPs.

WASH Institute's experts had designed the several decision trees to translate the raw data from the field into infrastructure related decisions. Using thumb rules from experience and available benchmarks, the data was analyzed to provide various solutions required for ODF+. For example, depending on the open space available in a street the number of households that could be mapped to a community soak pit was estimated. Using benchmarks for worker productivity, the optimal number of workers required in each GP were also calculated. Combining data from the field and expertise offline, planning for ODF+ was able to solve for identify infrastructure gaps, to make technology choices, and to come up with cost of providing services.

In addition, an analysis was conducted using distances of villages from central locations in each block to recommend suitable locations for Plastic Waste Management Units (PWMUs) in each block. Similarly, existing, and proposed STPs/FSTPs were taken into consideration before proposing new FSTPs in each block as required. The project was able to provide SAC the financial, business model, regulatory, and IEC requirements for all 5 components of ODF+, namely ODF-S, SWM bio and non-biodegradable wastes, Greywater management, and Faecal Sludge Management, with multiple options in some cases, for all 252 GPs as required.

These DPRs will now have to be approved and actioned by AP state. However, for WASH Institute there were several valuable lessons learnt. The process of training and data collection will be improved and converged for better quality data. The process will be integrated with government efforts by working with the States. In this manner SBM district coordinators, PHED engineers and village officials can collect data for improved quality, while improving their capacities through training. But the most important step will be to ensure that the process also becomes participatory, and that the decisions reflect the will of the villages.

We are grateful to SAC for giving us the opportunity to test and demonstrate solutions for scaling up ODF+ quickly and with quality. With support from donors and opportunities from States this digital model for converging training and technical advisory can be extended beyond planning.



Success Stories

WATSAN Committee Advocates for their Community's Rights

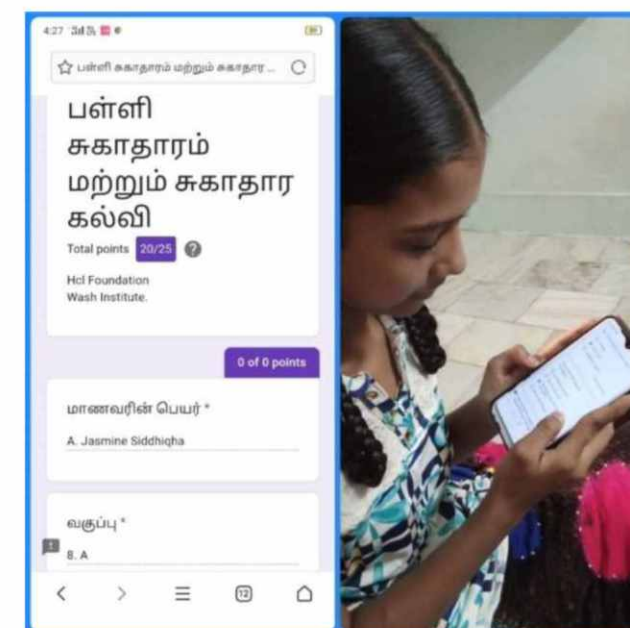
This is a story which demonstrates that if properly oriented, strengthened and given the proper guidance community groups can unite and come forward to raise their people's rights to the relevant authorities so as to benefit entire communities. Such is the story of the communities of Ganganagar, Dhobi Tola & Lallupokhar of Munger district of Bihar where WASH Institute in partnership with ITC Limited had constructed 8 community Toilets under the ITC Mission Sunehra Kal project. This helped in providing over 190 households access to improved sanitation facilities. WASH Institute as part of its sustainability component forms and strengthens WATSAN Committees who are trained to conduct operations and maintenance of toilet facilities including collection of user fees.

Over time, significant costs were required in order to repair the broken/damaged parts in the toilet facilities including taps, door etc. This was not being able to be met by the user fees collected by the WATSAN Committee of one community toilet in Ganganagar & Dhobi Tola each & two community toilets of Lallupokhar -Argara-2 Road area. Community members of these areas were facing a lot of issues due to this problem leading to various safety, security and hygiene related concerns. In order to address this issue, WASH Institute

motivated and guided the WATSAN Committees to submit a written application to Munger Municipal Corporation through their Ward Councilor in this regard. However, at first no response was received by the WATSAN Committees. In the face of growing despair and loss of hope, WASH Institute team continued motivating the WATSAN Committees to keep following up with the Municipal Authorities. After repeated followups, the Munger Municipal Corporation authorities obliged and visited the community toilets to note down all the repairing and replacing work that was to be done. Following this, the authorities spent a hefty amount of money to repair all the doors, water supply, taps etc. to make the toilets fully functional once again.

Now, the marginalized communities of Ganganagar, Dhobi Tola, Lallupokhar-Argara-2 Road area, once again have access to improved sanitation facilities. Many community members expressed their gratitude to the WATSAN Committee members for restoring their rights to basic sanitation. The WATSAN committee members in turn thanked ITC Limited, WASH Institute and the Municipal Authorities of Munger and said that now they feel truly empowered and respected amongst their community members.

Change Agents of Tomorrow Adapt to Digital Means of Imbibing Education in A Pandemic Stricken World



WASH Institute in partnership with HCL Foundation has been working to uplift communities and schools by enabling access to improved water & sanitation facilities and inculcating good hygiene practices. This is a story demonstrating that when one truly wants to learn no obstacle is big enough to stop her/him. Despite the COVID-19 pandemic situation, and the resulting restrictions and lockdowns, WASH Institute in partnership with HCL Foundation came forward to continue its awareness initiatives through digital mediums of communication. The WASH Institute team brainstormed, reworked, and transformed its awareness generation content to make it possible for dissemination through online digital mediums.

The WASH Institute team collected the contact details of school students, their parents and community members. School wise WhatsApp groups were also created to



conduct group sessions and pass on other relevant information especially with respect to prevention of COVID- 19. Various innovative tools were used to impart knowledge and awareness on personal hygiene, COVID-19 protocols, and prevention measures to safeguard the students and their families. Google forms were forwarded on WhatsApp Groups to the student's group for collecting responses & were used to collect Pre & Post Test results of hygiene sessions and COVID-19 prevention measures.

In this age of digital media, when almost every household has a smart phone, this method was welcomed by one and all including students, teachers, parents, and community members. WASH Institute & HCL Foundation expressed their gratitude to the students and parents for their support, cooperation, and spirit to keep learning despite all odds.

Little Doctors Save the Day

The following success story covers the innovative concept of Little Doctor Groups introduced by WASH Institute and their services in the schools. ITC supported WASH institute project in Anaparthi has introduced this initiative to address the minor injuries and health problems of students during the school hours.

We have initiated this concept based on our first-hand observation during our field visits to schools that many of the school children are falling down and getting injuries during intervals and sports hours but there is no proper system available in the schools, where we are implementing school wash program, to provide first aid services to the injured students. We have also observed that this kind of delayed treatment or no treatment to the small injuries of students not only affects their health



condition but also leads to school absenteeism.

Hence, we decided to address this issue and introduced the concept of little doctor groups for the schools to provide first aid medical treatment to the injured students immediately without delay. At present, total around 1852 (boys-959 & girls-893) students from 10 schools are benefitting from the services of little doctors. These little doctor groups consist of 2 students, one being a boy student and the other a girl student. We have facilitated small training classes to little doctors from local health workers/health department or WASH Institute team and equipped them with proper knowledge on operation of first aid kit materials. The first aid kit given to the schools consists of basic aids like ointment, bandage roll, cotton pack, zandu balm, dressing pad, plasters, nebasulf dusting powder, hydrogen peroxide, antiseptic liquid, Dettol liquid and soap through which our little doctors are serving students with minor cuts and bruises under the supervision of school teachers.

Testimonials

I am very much thankful to ITC-WASH institute officials for establishing little doctors' group and providing first aid kit to our school and also choosing me as little doctor. Earlier days, whenever school children got injured in the school premises there was no one to take care of them and treatment facility was also not there in the school. Since the initiative of little doctors' group in our school, all the minor injuries are being treated within the school and students are attending school without taking sick leaves as a result of the minor cuts and bruises. I have also received training from local Asha workers on how to use first aid kit materials. Now I can check body temperature and give treatment to my friends and fellow school students whenever they are injured.

Kadakuduru Jalapushpa
9th class, ZPH school, Rayavaram village

Financial Overview



Balance Sheet as on 31st March, 2021

Liabilities	Amount (INR)	Assets	Amount (INR)
General Fund	6,36,18,316.96	Fixed Assets	4,43,09,561.82
Fixed Assets Fund	4,43,09,561.50	Current Assets	
		Advances, Security Deposits & TDS	27,64,972.00
Restricted Fund	11,23,46,107.55	Grant Receivable from SAC	7,14,340.00
		Consultancy Fees Receivable	2,22,000.00
Designated Fund	88,77,780.00	Fee Receivable 2020-21	29,71,125.00
Current Liabilities & Deposits	1,72,13,088.48	Fixed Deposit	90,84,279.00
Statutory Dues	17,09,244.00	Cash & Bank Balances	18,80,07,820.67
Grand Total	24,80,74,098.49	Grand Total	24,80,74,098.49

Income & Expenditure for period ended on 31st March, 2021

Expenditure	Amount (INR)	Income	Amount (INR)
To Expenditure out of Restricted Grant	50,52,23,555.21	By Grant Received	50,52,23,555.21
To Expenditure out of General Fund	1,11,95,223.52	By Bank Interest	57,96,998.00
To Expenses for Formal Course Centre	24,48,174.00	By Other Income	81,51,903.00
To Depreciation	37,81,320.57	By Depreciation transferred to Fixed Assets Fund	37,81,320.57
To Excess of Income over Expenditure	3,05,503.48		
Grand Total	52,29,53,776.78	Grand Total	52,29,53,776.78

Receipts & Payments for period ended on 31st March, 2021

Receipts	Amount	Payments	Amount
To Opening Balance	30,48,22,165.94	By Payments out of Restricted Grant	49,48,15,561.38
To Grant Received	39,29,20,053.58	By Payments out of General Fund	1,41,85,120.36
To Bank Interest	1,05,73,065.00	By Expenses of Formal Course Centre	24,48,174.00
To Other Income	48,85,663.00	By Expenses out of Designated Fund	22,04,810.00
To Receipt for Designated Fund	40,02,132.00	By Other Payments	1,09,18,269.11
To Receipts relating to Last Year	8,81,959.00	By Investments in Fixed Deposit	87,75,000.00
To Last Year Advance recovered	9,56,123.00	By Closing Balance	18,80,07,820.67
To Statutory Dues	17,09,244.00		
To Other Receipts	6,04,350.00		
Grand Total	72,13,54,755.52	Grand Total	72,13,54,755.52



Our Partners

We would like to thank our esteemed partners for their gracious & consistent support especially during the pandemic period.

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BRIDGING THE KNOWLEDGE GAP FOR SUSTAINABLE COMMUNITY BASED SOLUTION

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