

Community-managed Pro-poor Water Bottling in M.P.

"Among the many things I learnt as a president, was the centrality of water in the social, political and economic affairs of the country, the continent and the world"

Nelson Mandela,
World Summit on
Sustainable
Development, 2002

"Civilized man could embark on no task nobler than sanitary reform"

Boston Board of Health,
1869

UN-HABITAT in partnership with the District Urban Development Agency (DUDA), Indore and Jabalpur has taken the initiative for supplying safe drinking water at most affordable rates to the urban poor families in the city of Indore and Jabalpur by setting up Community-managed Pro-poor Water purification and Bottling Schemes (CPWBS) under Water for Asian Cities Programme using traditional water sources with appropriate distribution systems.

The CPWBS is a process project designed to enable the community to have access to acceptable, adaptable, sustainable and affordable safe drinking water. The reform process does not end with the physical completion of water supply schemes, but in several ways, it marks the beginning of a new and more challenging phase in the process where the DWACUA Group has to shoulder the responsibility of operation and maintenance of the system.

This entails putting into operation the decisions taken by the community with regard to tariff structure, water charges from the users, ensuring proper quality and maintenance of the system so as to ensure reliable and regular supply of safe drinking water, which requires

high degree of community mobilisation and awareness.

DUDA, Indore and Jabalpur are responsible for the implementation of the Project. DUDA will set up the water treatment and bottling plant to meet the drinking water requirements of the proposed poor households at most affordable rate. DUDA will also mobilize the community for operation and maintenance of CPWBS and sensitize/create awareness among government functionaries, political representatives and the community for demand generation.

A Development of Women and Children in Urban Areas (DWACUA) group will be in-charge of total operation and management of the scheme. DUDA will operate as Facilitating Agency and the DWACUA group will function as the Implementation Agency.

The DWACUA Group and the involvement of community play a significant role in the project, right from the planning and designing wherein the design and estimation of the water scheme units shall be based on the DWACUA Group's choice, the technological options are as community's acceptability, adaptability and affordability and the site conditions such as availability and reliability of electricity supply, quality of

ground water etc. must also be factored in by the DWACUA Group while making choice of technology. The DWACUA Group shall be trained to equip their abilities in the planning, designing, implementation, operation, maintenance and management of schemes of their choice. The implementation and commissioning of the project has also been supervised by the DWACUA group under the guidance of DUDA. The DWACUA Group shall take over for operation and maintenance after the project is completed.

After the completion of the project, 700 households living in slums of Dwarkapuri in Indore and 600 households Bheron Nagar, Bajnanath area around Sangram Sagar Lake living in slum areas in Jabalpur city of Madhya Pradesh shall be benefited with safe drinking water, as per WHO specifications, at affordable rates under this project. The project also provides capacity building and training to the community for managerial skill enhancement for project sustainability.

The Project is expected to be completed in 8 months. The total capital investment for the installation of the system has been estimated at Rs. 11 Lacs (US\$ 25,000) including the cost of land, civil construction and the equipments.

INSIDE THIS ISSUE:

Secretary, UADD visits CMWSS, Indore	2
Capacity Building Programme at National Institute of Financial Mgmt.	2
Demonstration of Water Bottling System in Nepal	3
Sanitation Services improvement in urban poor communities in Hetauda	4

UN-HABITAT Mission visits ongoing WAC projects in Indore

Mr. Bert Diphoorn, the new Chief of Water, Sanitation and Infrastructure Branch (WSIB), UN-HABITAT Nairobi and Mr. Andre Dzikus, the Programme Manager, Water for Cities Programme visited WAC project sites in Indore on 23 September 2006. The Mission visited the works of Community Managed Water Supply Scheme (CMWSS) at Shiv Nagar where the Over-Head Tank has recently been constructed under the project. The Chief also inaugurated the laying of distribution network under the project. Later the Mission had consultation with the beneficiaries of the project. During the consultations residents raised the demand for creation of sanitation facilities in the area. The Mis-

sion agreed in principle to provide support for shallow sewer based sewerage system for the area. During the visit Mr. Vivek Shrotriya, Joint Collector and Project Officer, DUDA was also present.

The mission inspected the HVWSHE WAT-SAN classroom setup at Bal Vinay Mandir, Indore. The mission interacted with the students doing water quality analysis as a part of learning exercise under the HVBWSHE programme as well as teachers participating in an awareness workshop.

The mission also visited Amba Khedi and Ambe Nagar slums being taken under Slum Environmental Sanitation Initiative where the individual toilets have been

constructed and had consultations with members of Self Help Groups and Community Water and Sanitation Committees. Additional Commissioner and City Engineer of IMC, Regional Manager, WaterAid India and the representatives of local NGO partner Bharatiya Gramin Mahila Sangh were also present during the visit.

The mission had a discussion with the Director, SGSITS, Indore on the proposal for institutionalization of capacity building programme on rooftop rainwater harvesting (RRWH) and wastewater reuse. The mission also visited the location of the proposed project in SGSITS.

Secretary, UADD visits CMWSS, Indore

Mr. Sewaram, Secretary of Urban Administration and Development Department, Government of Madhya Pradesh inspected the Community Managed Water Supply Scheme (CMWSS) being implemented in Shiv Nagar, Indore. The Commissioner had a consultation with the community on implementation of the scheme and was briefed by Officer In-charge, DUDA, Indore on the concept of the revolving water fund for meeting the share of community upfront cost of construction. He appreciated the collective efforts made by the residents and ex-



pressed confidence regarding the operationalising of the scheme in a sustainable manner.

WAC Project Activities in Gwalior reviewed

The Divisional Commissioner of Gwalior, Mr. Komal Singh accompanied by the Chief Technical Advisor, WAC, UN-HABITAT, India, Commissioner and Project Manager of Gwalior Municipal Corporation visited Community Managed Water Supply Scheme being implemented in Ramaji Ka Pura, Subhash Nagar, Islampur, as well as to New Mehera Colony and Lakshman Pura where Slum Environmental Sanitation Initiative is being implemented. The Commissioner held extensive consultation with the community to get feedback on implementation of these schemes. During the discussion he appreciated the collective

efforts of the people and exuded confidence that the Community Water and Sanitation Committee would be able to show way to other poor residents of the city to tackle and manage problems of water and sanitation through these initiatives.

Mr. Komal Singh also reviewed the WAC activities in Gwalior. The meeting was attended by the Commissioner, and Project Manager of GMC and the Director of Sambhav, the NGO partner of UN-HABITAT for implementation of SESI in Gwalior. The CTA, WAC, India briefed him about various activities being implemented under WAC in Gwalior city.

Capacity Building Programme at National Institute of Financial Mgmt.

The Municipal bodies are facing challenges for reducing losses and generating revenue to provide urban basic services. Major challenges are to reduce non-revenue water from the present 50-65% to 15%, tariff rationalization in a manner that the debt servicing is possible without problems, at the same time the households below the poverty line are able to access these services at the affordable tariff rates.

In support of this, UN-HABITAT in cooperation with National Institute of Financial Management (NIFM), Faridabad organised capacity building programmes on Project Planning, Financial Management and Accounting Reforms for the departmental heads and personnel of accounting services of the Municipal Corporations in May and August 2006 wherein 28 senior and middle level officers of the Urban Water Supply and Environmental Improvement Project (UWSEIP) and Municipal Corporations of Madhya Pradesh participated.

Besides introductory session the programme was divided into three different modules:

- ☞ Module 1: Project Planning & Management;
- ☞ Module 2: Accounts Keeping and Accounts Reforms; and
- ☞ Module 3: Private Fund Mobilisation & Procurement Norms for Externally Aided Projects.



Demonstration of Water Bottling System for Urban Poor Communities in Kathmandu Valley planned

UN-HABITAT under Water for Asian Cities Programme is partnering with Urban Environment Management Society (UEMS), Nepal to implement a demonstration project for setting up a water treatment and bottling system with the aim to provide safe bottled water to the community of Chyasal, Lalitpur in Kathmandu at a very minimal charge.

Chyasal has been selected for the proposed pilot project. Chyasal, ward no 9, is one of the core wards of the Lalitpur Sub-Metropolitan City which is adjoining ward no. 34 of Kathmandu Metropolitan City in the North and surrounded by Ward Nos. 8, 11, and 22 of LSMC in the South and the West respectively and Imadole Village Development Committee (VDC) of Lalitpur in the East. Chyasal has a total household with 1370. A recent household survey carried out by UEMS indicated that 332 poor household with total population of 1819 willing to have bottled water.

The main goal of this project is to contribute in addressing shortage of safe drinking water in Chyasal of LSMC by setting up a sustainable water distribution system through treatment and bottling of water from traditional water sources to the urban poor families. The specific objectives of the project are:

- ☞ Establish a model demonstration water treatment and bottling system;
- ☞ Provide safe and affordable drinking water especially to the poor inhabitants of the community;
- ☞ Strengthen the community to own and manage the system;
- ☞ Share experience for replication in other communities within and outside the Kathmandu Valley; and
- ☞ Demonstrate activities to Nepal Water Supply Corporation and Kathmandu Valley Water Supply Reforms programme to scale up the activities.

The following will be the project implementation approach:

Formation of Steering Committee

A steering committee comprising of representatives from LMSC, UN-HABITAT, NWSC, UEMS and the local Users' Committee will be formed to advise and back stop the project activities whenever required for the successful implementation of the project.

Community Consultation

Series of community meetings will be organized to inform the community about the proposed project and to generate massive public awareness about the concept, need and importance of the project. Another important activity which will be conducted during these meetings is the finalization of water source to be used for establishment of the system. It will aim to identify needs, barriers to ownership/demand and uptake of water sources and determine community priorities by adhering to participatory

approaches. These meetings will also be utilised for demand collection, for assessing willingness to pay and for membership registration.

Establishment of Users' Committee

A User' Committee (UC) will be established to involve them right from the initiation stage of the project formulation and implementation so that they are fully aware about the project and are capable to take over the system after its established. Details of the project formulation like the type of water treatment facility to be established depending upon the water quality of the source identified, water bottling and quality assurance system and tariff fixation will be finalized in close consultation with the UC.

Formulation of business plan

Local entrepreneurs will be contacted and discussions will be held to identify an entrepreneur to run the system. For this training on business development, finance and marketing will be provided and a business plan including the financial and marketing strategies will be designed by the entrepreneur in close coordination with the UC. Additionally, operation and maintenance strategy of the system will also be developed. Furthermore, training on daily management and operation will also be provided. A practical and viable system will be developed in order to recover the production cost and maintenance cost of the plant so that the plant would be sustainable.

Mass Campaign

Mass campaigns will be conducted to make the community aware on water and sanitation issues and the need for safe water and hygiene behaviour for healthy living. They will then be able to understand the need of the proposed water treatment and bottling system. This will be conducted by using various mass communication and awareness materials like IEC materials, street drama performances, etc.

Sustainability of the Project

Sustainability of the project can be ensured because:

- The project is demand driven;
- Users will be involved right from the beginning of the project implementation;
- Empowering the Users' Committee to enable them to take the responsibility of operation & maintenance and management of the system; and
- Cost recovery mechanism with participation of consumer.

The Project is expected to be completed in 6 months. The project will be monitored regularly and the progress of the project will be presented in monthly reports based on which the project will be replicated in other needy parts of the district and throughout the country.

Sanitation Services improvement in urban poor communities in Hetauda Municipality

UN-HABITAT in partnership with ENPHO, Nepal has prepared a project to build upon and consolidate the on-going formal/informal engagement under Water for Asian Cities Programme. With technical input and financial support from UN-HABITAT, the Project will: (a) augment water, environmental sanitation, and waste management programmes for the urban poor in four communities selected for the poverty reduction programme of Hetauda Municipalities, (b) enhance institutional capacity of Hetauda Municipality and local communities to both effectively and efficiently plan, manage and monitor urban programmes, and (c) supplement the efforts of the ADB financed Urban and Environment Improvement Project (UEIP) in addressing issues related to sanitation and poverty reduction.

While strengthening urban programme of both UN-HABITAT and ENPHO in Nepal, the proposed project is expected to demonstrate an effective model of partnership for development of fast track implementation and demonstration of community-based urban water supply, environmental sanitation, waste management and hygiene programme for the urban poor.

The main objective of this project is to contribute towards poverty reduction and slum improvement through community based

water and sanitation programmes in Hetauda Municipality. The primary focus of the project is to supplement the efforts of the ADB financed UEIP and GTZ supported UDLE in addressing issues related to water, sanitation and poverty reduction. Following are the specific objectives:

- Demonstrate community based water and sanitation in partnership with key stakeholders;
- Build the capacity of Municipality and local groups in improving water supply and sanitation with active support from communities;
- Improve environmental sanitation; and
- Increase community awareness water and sanitation issues

The project will focus its activities in the four poor settlements that have been identified by Hetauda Municipality as priority settlements. Besides this, the project will also promote household waste management in some other clusters in Hetauda as requested by the Municipality. Overall the project will have five major components: i) Project management, ii) traditional water source improvement, iii) sanitation improvement, iv) solid waste management and v) capacity building.

Seminar on "Communicating Your Key Messages" concluded

A seminar on "Communicating Your Key Messages" was organized in Hotel Himalaya, Kupandole on September 27, 2006 with a view that communication is an important part of any programme. A programme may not have the expected output in the absence of effective communication of its key messages to the target group though it may be successful in the project level.

The programmes of UN Habitat Water for Asian Cities Programme are very important in the public level though they may appear small. So, the importance of disseminating its messages in the media and the public is not less.

The seminar was attended by 20 participants from the member organizations of NGO Forum for Urban Water and Sanitation. The participants were given some valuable tips about effective

communication by the resource person, Dick de Jong, Information Consultant of UN Habitat Water for Asian Cities Programme.

The participants of the seminar opined that the programme was very useful but very short and they hoped that such a programme will be organized in the future as well so that they learn the basics of effective communication skills from experienced persons like Mr. Dick.

Similarly, Mr. Dick told that this programme is too short to be completed in a half day. However, he tried his best to deliver as much as possible in the available time period. He also assured to keep in touch with the participants through e-mails and give necessary suggestions when needed.

UN-HABITAT Water for Asian Cities Programme Regional Office

EP-16/17, Chandragupta Marg, Chanakyapuri
New Delhi - 110021 (India), Tel: +91-11-42225019 / 22
Fax: +91-11-24104961, Web: www.unhabitat.org/water

WAC Project Office in India

E-1/191, Arera Colony, Bhopal,
Madhya Pradesh, India
Tel: +91-755-2460835/36
Fax: +91-11-2460837
Email: Wac.India@unhabitat.org

WAC Project Office in Nepal

UN House, Pulchowk, GPO Box 107,
Kathmandu, Nepal
Tel: +977-1-5536699
Fax: +977-1-5548597
Email: Wac.Nepal@unhabitat.org

Editorial Board

Hazari Lal, Director, Government of India
Malay Shrivastava, Commissioner, UADD, State Govt. of M.P
Krishna Prasad Acharya, Jt. Secretary, MPPW, Govt. of Nepal
Debashish Bhattacharjee, ADB, India Resident Mission
Aniruddhe Mukerjee, CTA, UN-HABITAT, Bhopal
Roshan Raj Shrestha, CTA, UN-HABITAT, Nepal

Editor

Kulwant Singh, CTA, UN-HABITAT, New Delhi