

**March 1-  
June 30, 2021**



# DEVELOPING MODEL PROCESSES FOR COMMUNITY-CENTRED LIQUID AND SOLID WASTE MANAGEMENT IN BHUBANESWAR

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**Progress Report**



Centre for  
Advocacy and  
Research

## DEVELOPING MODEL PROCESSES FOR COMMUNITY-CENTRED LIQUID AND SOLID WASTE MANAGEMENT IN BHUBANESWAR

### Progress Report

March 1- June 30, 2021

#### Introduction

The Government of Odisha has made concerted progress towards strengthening Solid Waste Management and Liquid Waste Management in the State. These efforts are governed by operational guidelines, GOs and clearly defined Standard Operating Procedures (SoP).

The Odisha Government came out with the Faecal Sludge and Septage Management Regulation, 2018 which was announced on January 19, 2019 which not only emphasizes the protocols for cesspool vehicles and waste treatment operations to be followed on FSSM, but also insists on the importance of safety of sanitary workers. Similarly in November 2020, the Odisha Government came up with the SoP for NGOs in decentralised solid waste management systems and procedures

CFAR has been working closely with the Bhubaneswar Municipal Corporation (BMC) on improving access of urban poor to water, sanitation and hygiene (WASH) services for many years and more concerted since 2018. We have established a strong rapport with the officials as well as the urban poor community living in the settlements. The rich experience we have gained by strengthening community engagement processes for improving access to WASH services has helped to shape the present project in many ways. The collaboration with the project team implementing the WASH project supported by the Water for Women Fund, Australian Government has helped to shape the project outputs in a far more decisive manner. We were able to leverage the rapport the CFAR team has with the officials of the urban local body and related agencies to take forward this intervention.

#### Status of Deliverables

S.No	Deliverables	Expected outcome/Activities	Status
1	<p><b>Community Preparedness</b></p> <p>Early confidence building processes to shape community engagement</p>	<p>Identification of gaps and distinct needs of marginal communities in one-third settlements and findings used to check and validate in another one third settlements; buy-in and coordination with local stakeholders implemented across but achieved optimally in 5 wards covering at least one third settlements.</p>	<p>In the first 3 months 23 settlements to be reached</p> <p>A total of 25 settlements were reached out and 20 CMCs constituted in these settlements with 206 members</p> <p>Initiated social mapping in 2 settlements</p> <p>Identified priority concerns and facilitated submission of applications seeking service improvements; of 13 applications, 11 resolved.</p> <p>CMC members include representatives from marginal groups such as SC/ST persons with</p>

			disabilities, sanitary workers, elderly, SHG members, Slum Development Committee (SDC), ASHA, Anganwadi workers, Mahila Arogya Samiti (MAS) members
<b>2</b>	Rapid participatory appraisal in 30% settlements;  Trends checked in other settlements	This includes coordinating with MAS, SDC, ALF/SHG members to foster strong community involvement; and advance related developments such as livelihood, women's empowerment and male involvement	During the field visits the team interacted with active members of the settlements and have engaged with both women, men and transgender  Developed profiles of 20 settlements  Meetings held with SHG members, ASHA, Anganwadi workers and MAS members and they were motivated to be part of CMC
		Stakeholder Interface Meeting	Reached out to Bhubaneswar Municipal Corporation (BMC) officials including Swachh Saathis, Ward Officers, Swachh Saathi Supervisors, Sanitary Inspectors, Community Mobiliser, Assistant Engineers, Corporators and NGOs
		Promoting mechanised cleaning of septic tanks	Motivated 30 HHs from 6 settlements (Bajpai Nagar, Nilachakra Nagar, Tarini Nagar, Sikharchandi Cluster-2, Mayfair Nagar, Chirgaltola to carry out desludging of pits/septic tanks
		Capacitating CMCs	Built capacity 10 CMC with 95 members on Solid Waste Management  Trained 4 CMCs with 34 members on FSSM
		Observing Special Days	MHM Day was observed on May 28, 2021, representatives from 3 settlements-Sikharchandi Cluster-2, Patia Jali Munda Sahi, Nilapadia Basti- participated. The event was supported by officials from Department of Women and Child Development (DWCD) and BMC

## IN-DEPTH REPORT

### Preparatory Steps

## Recruiting the team

This process included recruitment of the team to implement the project. The criteria for recruitment included:

- Candidates with past experience in the WASH sector from Odisha
- Strong communication skills to reach out to the community
- Ability to facilitate the community to discover its strength and tap their potential to shape meaningful change
- Past experience in social mobilization and in forging connect with key stakeholders

The candidates for the team went through a series of interviews to be shortlisted and they were finalised later by the National Selection Committee as well as the State Selection Committee through an online interview process.

## Induction of the Project Team

During the induction the project team was oriented in institutional and programmatic processes

**Institutional:** a) Introduced to CFAR and its programmes; b) Briefed on the institutional policies and compliances c) Oriented in Statutory compliances on PoSH and Child Protection Policy d) **introduced to the CFAR team members working across different projects in Bhubaneswar and Cuttack**

**Programmatic:** a) Overview of the project, objectives, deliverables and expected outcomes b) Roles and the organisational expectations

## Situational Assessment

A rapid needs assessment was conducted in 76 settlements in the North Zone . The objective was to understand the current scenario in terms of delivery of WASH services and the role of key stakeholders including frontline workers and other community representatives servicing the community such as Anganwadi team, Self Help Groups (SHG), Slum Development Committee (SDC) Swachh Saathi, Jal Sathi, COVID Sachetak, Mahila Arogya Samiti (MAS) and Ward officials



The team began the implementation with four (4) settlements in Ward 1 and Ward 2 and interacted with local stakeholders. These settlements were:

1. Prasanti Vihar Basti(Housing Board Colony)
2. Prasanti Vihar ( Chirgal Tola)
3. Patia Jali Munda Sahi
4. Shikharchandi (Cluster-2)

## Stakeholder Meetings and Interactions

Several meetings were conducted with local stakeholders and community groups including members from :

1. Self Help Group
2. Mahila Arogya Samiti
3. Slum Development Committee
4. ASHA workers
5. ICDS functionaries
6. Active residents
7. Single Women
8. People with Disability
9. Elderly
10. Adolescents
11. Influential Male Leaders

**In the first quarter**, we were not able to carry out the need assessment as planned due to the movement restrictions implemented by the Government as part of the COVID-19 lockdown.

We used this period to develop **detailed settlement profiles** detailing out the status of WASH infrastructure, services and behaviour practices.

### Status of Sanitation Infrastructure and Services

In the above **four settlements** we assessed the status of sanitation infrastructure and services which included water, solid waste management, community toilets, and drain maintenance.

#### Water

We found that with the exception of Patia Jali Munda Sahi, in all the other settlements households had secured individual water connections. While Prasanti Vihar Basti including Chirgal Tola area got water twice a day, the same could not be said for Shikharchandi Cluster 2 as they faced the problems of irregular supply, low pressure and contaminated water. The main reason for the contaminated supply was due to the proximity for water pipelines or because pipelines are passing through the drain and any breakage of pipeline causes not only leakage but also contamination. Patia Jali Munda Sahi residents were satisfied with the quality of water which they collected from public taps.

#### Solid Waste Management

By and large Bhubaneswar Municipal Corporation (BMC) has ensured that waste is collected systematically from each household. All settlements with the exception of Shikharchandi Cluster 2 are serviced by the waste collection vehicles of BMC. The residents do not segregate waste at the household level. There is not enough appreciation of the responsibility of the community in waste management. They know that with poor environmental sanitation their health will get impacted but the more specific link or connect between un-recycled or improperly managed waste and disease is not clear. They are also not aware of their right as citizens to voice their grievance and seek redress.

## Community Toilet

In some settlements, such as Prasanti Vihar Basti (Housing Board Colony) and Shikarchandi Cluster-2 almost all the houses have individual toilet connection. In Chirgaltola we find a 12-seat community toilet (CT) and a non-functional incinerator and in Patia Jali Munda Sahi a 6-seat CT. Both CTs have ensured 50% toilet-seat for women. The CTs are open between 5.00 am to 9.00 pm. It is managed by the Self-help Groups. On operation and maintenance (O&M) of CTs, one major challenge is the overflowing septic tank. This can be seen in Patia Jali Munda Sahi.

## Drain Construction and Maintenance

We find that selective attention is paid to both construction and maintenance of drains. The latter includes preventing dumping of both solid and liquid waste into the drain. In Prasanti Vihar, where many officials live, the drain is covered with slabs and it is cleaned once a week by BMC. This is not true for Shikhar Chandi Cluster-2 where the drain is still not fully constructed and gets clogged frequently. The situation is worse in Chirgaltola and Patia Jali Munda Sahi as neither of the settlements has a properly constructed drain. The grey water collects and stagnates in the lanes and people do not know how to address the issue.

## Beginning the Process of Constituting Community Management Committee (CMC)

The **first step** we took was to listen to the community. This exercise was conducted in 20 settlements. The settlements included: Sameligadia Sabar Sahi, Shikhar Chandi Cluster-2, Nilapadia Basti, Sameigadia Durga Basti, Patia Tala Sahi, Chirgal Tola, Patia Jali Munda, Santi Nagar, Chunukuli Basti, Shikhar Chandi Cluster-1, Shikhar Chandi Cluster-2, Hadabai Basti, Palasuni Munda Sahi, Nageswar Basti, Mancheswar Bhoi Sahi, Bajpai Nagar and Tarini Basti. Over 200 community representatives participated and presented their concerns and priorities.

The **second step** we took was to identify active members to take forward the process of forming CMC. In all 206 representatives were interested to take forward the task of constituting CMC. They were not only concerned about the gaps in service but also committed to making a difference.

The **third step** was to enable these members to evolve. For this, meetings were organized wherever possible from anganwadi centres, community halls to congregating outside under a tree.

## Composition

In some settlements like Sameigadia Sabar Sahi, SC/ST representatives showed greater enthusiasm to be part of CMC. In Patia Jali Munda, Chirgaltola and Shanti Nagar, the CMC largely comprised of persons who are from SHG, MAS, Slum Development Committee members and the anganwadi team. In Chunukuli Basti, Hadbai Basti, Palasuni Munda Sahi and Mancheswar Bhoi Sahi, persons with disabilities (PwDs) came forward and along with SHG members are actively shaping the community engagement process in their respective settlements. One exception to all this is Shikarchandi Cluster-3 where members of key families have stepped forward to form CMC and take up their issues with BMC systematically.

## Concerns Prioritized

The concerns ranged from irregular supply of water, improper and irregular waste collection, lack of much-needed CT and half or not constructed drains

**Irregular Water Supply:** On the irregular supply of water the CMC members from Mancheswar Bhoi Sahi, Nilapadia Basti and Palasuni Munda Sahi pointed out that none of the efforts made in the past with BMC to improve the supply of water had succeeded. They are eager to resolve it and want BMC to respond. They also want both elected representatives and civil society organizations to not only promise better quality of life but also ensure that it happens.

**Solid Waste Collection:** On the collection of waste, community living in Sameigadia Durga Basti, Patia Tala Sahi and Chunikuli Basti, Ward-1, stated that the BMC vehicles, either do not come at all or come irregularly compelling people to either dump it on the road side or burn the waste after a few days. This practice put many people especially those with asthma in great peril. What is more they are not able to reach the authorities and get their complaints addressed.

**Community Toilet:** On the effect of the lack of CT in Nageswar Basti or poorly maintained and inadequate number of toilet-seats in the CTs in Sameligadia Sabar Sahi and Patia Jali Munda the community is clear that till the problem gets resolved, open defecation will persist.

**Drain Construction and Maintenance:** On the construction and maintenance of drains, community from Sameigadia Sabar Sahi, Shikharchandi Cluster-2, Chirgaltola, Bajpai Nagar and Tarini Basti stated that the problem of waterlogging and waste water collecting and stagnating in the streets and often entering or seeping into homes were of major concern to all.

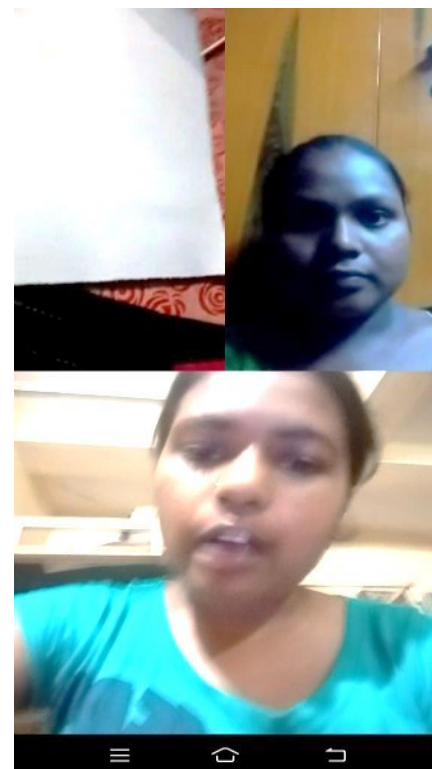
## Social and Participatory Mapping of Key Services and Facilities

Having learned about their concerns and priorities, the first step we took was to do social or participatory mapping exercise in Sameigadia Sabar Sahi and Shikharchandi Cluster-2 on May 12 and 17. The main aim of this exercise is to ensure that the newly formed CMCs function democratically and in close consultation with the community and especially with households that are least serviced and most vulnerable. This exercise will be done in other settlements once the lockdown is withdrawn

### Social Mapping

During the lockdown, social mapping was done across two settlements Sameigadia Sabar Sahi and Shikharchandi ward 2.

The aim of the exercise was to understand the persisting gaps in sanitation services and the steps that can be taken by all concerned.



### Sameigadia Sabar Sahi

**Profile:** the settlement has 40 HHs which are inhabited by SC/ST/OBC community. The mapping was conducted online on May 12, 2021 with four active CMC members, Seema, Nirupama, Sheba, representatives of SHG and Tapan, also a member of the Slum Development Committee and Youth Club .

#### The concerns which were highlighted included the following:

**Toilet:** Of 40, 38 HHs have no IHHL and use the open field behind the settlement for defecation. This is particularly difficult for elderly, adolescents and women especially during periods.

Two HHs recently constructed IHHL using their own money, which are ringed single pits. They had applied for toilet subsidy with BMC but were not able to receive it despite waiting for a long time. Since the toilets are recently constructed, there is no need for desludging at this time. However both HHs agreed to desludge the pits as and when required as they understand the importance of FSM having attended meeting with CFAR

**Water:** The settlements gets regular water supply twice a day, for two hours from 7 to 9 in the morning and one hour 4-5 in the evening. The pressure is good and quality is clean and potable

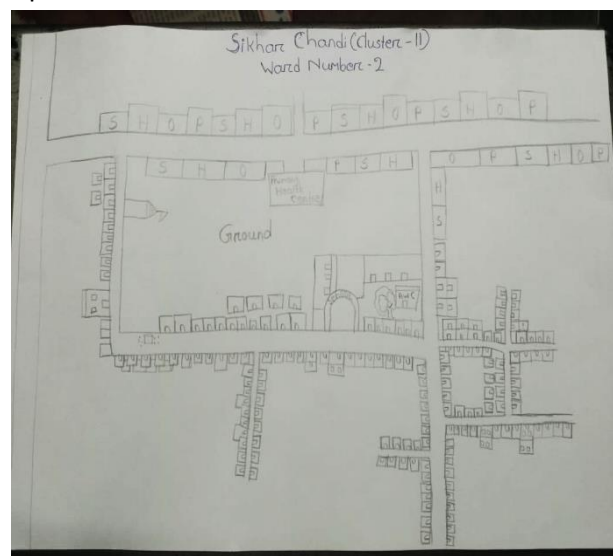
**SWM:** There are no community waste collection enclosure or bins. Waste is collected by the BMC mobile van which does not come inside the settlement. Residents throw the waste in an open outside the settlement from where the mobile van collects it twice or thrice a week. This causes stench, drainage of leachate and stray animals spread the waste all around at the entrance of the settlement. After the formation of the CMC an application was submitted to the BMC after which waste collection has been regularized with the mobile van coming inside the settlement and waiting for ten minutes for all HHs to handover the waste

**Drain:** One of the persisting concerns raised by the CMC members was the absence of drain in the settlement. All 40 HHs throw waste water in an open pit, on the road or at the backside of the settlement. For the drain construction the BMC has not given any commitment.

**Road :** CMC members reported that after a lot of persistence a road has been constructed in the settlement.

### Shikharchandi Cluster-2

**Profile:** The settlement has 400 OBC HHs inhabited by daily wage workers, waste collectors and ragpickers who are migrants from the bordering state of Andhra Pradesh. The mapping was conducted online on May 17, 2021 with four active members from the CMC, Jyoshna, Dhanalakshmi, Supriya and K. Dhanalaxmi, who are also representatives of the SHG



**The concerns which were highlighted included the following:**

**Toilet:** Most HHs in the settlement have ringed single pit IHHL. Those who do not have toilets are dependent on shared toilets belonging to their neighbours against a nominal payment. There is no open defecation in the settlement

**FSM:** The community is aware of desludging but delay the desludging due to the high cost of Rs 800-900 charged by the private operators. Almost 60 % HHs desludged once every 3 to 4 years After the formation of CMC three house got their pits desludged, with two HHs sharing the cost and paying Rs 450 each and one paying Rs 900

**Water:** There is scarcity of water with regular supply for two hour in the morning from 7 to 9 am. The pressure is low and quality of water is not potable. There are often complaints of stench, mud and yellow deposits in the supply water. Some HHs purchase water for drinking

**SWM:** Despite 40 HHs practicing waste collection, there is no regular system of collection, segregation of waste. Most HHs, tend to throw waste in an open field near a school from where it is collected by the BMC Drain once or twice a week. Residents complained of ragpickers segregating the waste in the open and depositing it in different locations

**Drain:** The group also reported that the settlement is partly covered with drains while the other half where the daily wage workers live does not have any drains leading to overflow of waste water onto the roads and lanes. The reason for the half constructed drain is the lack of budget allocation for drain construction

**Road:** The settlement has proper lanes and road which is overflowing with wastewater

### Deepening connect between Community and BMC

The second step we took was to systematize the dialogue and interactions between community and CMC and BMC or between user and provider

To achieve this, we had to orient the CMC members about the third-tier governance system and within it familiarize them on the functioning of urban local bodies and take them through the assigned tasks and responsibilities of the urban local body under Schedule 12 of the 74<sup>th</sup> Constitutional Amendment Act.

Based on this we also oriented them on the administrative structure of BMC and informed them on who is responsible at different levels for the different areas of service. To translate this knowledge into day-to-day practice, we encouraged them to draft in writing all their demands and complaints and present the applications for service improvement collectively as CMC members

These applications were submitted online during the lockdown.

### Breakup of the applications submitted:

S.No	Concern	No of applications	Settlements
	<b>Submitted</b>	<b>13</b>	
	<b>Resolved</b>	<b>11</b>	
1	Waste Collection	6	Shikharchandi-2, Tarini Nagar, Sameigadia Sabar Sahi, Sameigadia Durga Basti, Nilapadia Basti, Shikhar Chandi-1
2	Road Cleaning	2	Sameigadia Sabar Sahi Basti, Sikhar Chandi-1
3	Cleaning of Drain	3	Sikhar Chandi, Bajpai Nagar Nilachakra Nagar
4	Desludging of CTC	1	Nilapadia Basti
5	Streetlight	1	Patia Bhoi Sahi

**Output-Of the 13 applications submitted, 11 got resolved**

### Case Study- Sikharchandi Cluster-3, Ward No -2

During our initial visits on May 5 to Shikharchandi Cluster-3, Ward Number-2, we found the settlement struggling to access basic sanitation services. With no proper waste collection being done by BMC for over 5 months, the community had to deal with the mounds of waste and overflowing drains. Ms. Dhanalakshmi and Ms. Jyoshna Rani Sahu, active members of the CMC took the lead and began coordinating with the BMC staff. They also connected with Ms. Rashmita, Swachh Supervisor on May 16, 2021, presented the problem to her, showed her photographs of the unhygienic condition in the slum and got her to act on the very same day. On May 18, 2021, a team of 3 BMC officials visited the settlement and got the drain as well as waste from the settlement cleared. Ms Dhanalakshmi thanked Ms. Rashmita, Swachh Supervisor for the support. Ms. Rashmita agreed to meet the CMC members in person post the lockdown.



Before



After

19 May 2021 12:45:10 PM



Waste being cleared



Drain desilting by BMC

With many processes gaining momentum and the active members of the just-evolving-CMC beginning to shape community engagement, we decided to formally constitute CMC across 20 settlements

Each CMC has 10 to 12 members and as stated earlier, many are members of SHG and other important committees such as Mahila Arogya Samiti, Slum Development Committee and represented highly marginal groups such as safai karamchari or sanitary worker, disabled and the elderly.

Out of the 206 CMC members from 20 settlements, 56 are playing an active role as leaders and facilitators. Another five (5) CMCs need to be constituted and are under process.

To take forward the constituted and just-being formed CMCs forward, we held a series of virtual meetings during the lockdown

During the meeting, the team members of the constituted CMCs discussed their concerns and prioritized the issue they wanted to address and then planned the action to be taken. Much of the focus was on addressing long-standing grievances and issues

In the case of CMCs, that are in the process of being formed there was a threadbare discussions on the challenges and shortcomings they are facing. Based on that a consensus was built on what needs to be addressed and by whom and in the process each member committed to being part of the CMC as well as identified their specific role and responsibility

### Constitution of CMC

Sl.No	Date	Settlement Name
1	20-04-2021	Sameigadia Sabar Sahi Basti
2	21-04-2021	Shikarchandi Cluster—2
3	23-04-2021	Nilapadia Basti
4	23-4-2021	Sameigadia Durga Basti

5	17-05-2021	Patia Tala Bhoi Sahi
6	18-05-2021	Patia Jali Munda Sahi
7	17-05-2021	Chirgal Tola
8	18-05-2021	Chunukuli Basti
9	19-05-2021	Santi Nagar Basti(Near Cluster-3)
10	20-05-2021	Shikhachandi (Cluster-3)
11	20-05-2021	Shikharchandi(Cluster-1)
12	19-05-2021	C S Pur Sabar Sahi
13	21-05-2021	Hadabai Basti
14	21-05-2021	Palasuni Munda Sahi
15	22-05-2021	Nageswar Basti
16	22-05-2021	Mancheswar Bhoi Sahi
17	24-05-2021	Dhirikuti Sahi
18	24-05-2021	Bajpai Nagar
19	25-05-2021	Nilachakra Nagar
20	25-05-2021	Tarini Nagar

### Building Capacity of CMC members

As stated earlier the CMC members were oriented about the functioning of the urban local body and the Constitutional framework for their governance

Within the 12<sup>th</sup> Schedule of the 74<sup>th</sup> Amendment Act, they were also informed about the role and responsibility of the community and the mandate for community engagement

Dedicated training on FSSM and solid waste management was also done

#### Training on FSSM

Thirty-four CMCs members from four (4) CMCs Patia Tala Bhoi, Sameigadia Durga Basti, Nilapadia Basti Shikharchandi Cluster-2, underwent a training programme on FSSM.

The training was done by the field team including the Project Associate, the Project Officer and the Field Coordinator

This training took place from May 3<sup>rd</sup> to 31<sup>st</sup>, 2021

#### Training on Solid Waste Management

Ninety-five (95) CMC members from Patia Tala Bhoi Sahi, Chirgaltola, Jali Munda Sahi, Palasuni Munda Sahi, Nageswar Basi and Mancheswar Bhoi Sahi were trained on solid waste management.

The training was done by Project Associate, the Project Officer and the Field Coordinator

The training took place from May 17<sup>th</sup> -22<sup>nd</sup>, 2021

These trainings were held by clubbing the CMC members belonging to Ward 2,5 and 6 so that information related to COVID protocol, vaccination, handwashing, mask-use, physical distancing along with information and know-how on solid and liquid waste were shared



**Training the Field Team of CFAR**

Visit to a Material Recovery Centre to learn about the SHG integration with the programmes of the National Urban Livelihood Mission

On April 22, 2021, CFAR’s field team visited the Material Recovery Factory, Micro Composting Centre. The team was guided by two Swachh Saathis, Bharati and Gouri from Ward 12 and Ward 17. The supervisors in these facilities demonstrated why segregation is important and how segregation is done

The field team decided to impart their learning to the active CMC members so that the latter reaches out other households and motivates them to undertake waste segregation. They did a door to door campaign on waste segregation in Parta Sahi settlement and BMC responded by providing waste collection vehicle with two separate compartments. They have decided to share a video of the waste segregation process with all active CMC members

**Building capacity of facilitators for CMC coordination**

Four facilitators identified in Ward-1, 2 and 16 were oriented on how to support CMC members in scaling up their work in a coordinated manner. This work ranged from drafting complaint notes, submitting application, enlisting demand and coordinating with Swachh Saathis on scheduling desludging of pits and tanks



## Catalysing behaviour change

### Promoting waste segregation at source

Since BMC is actively promoting community involvement in solid waste management, members from SHG, CMC supported by CFAR field and project team are extending full support to the government. Preparatory meeting was held on April 21, 2021 where the members were informed about the new waste collection vehicle to be introduced by the BMC. On **April 22, 2021** early morning, at Patra Sahi in Ward Number 12, the CMC and CFAR team along with 3 Swachha saathis and SHG members carried out a door to door visit and informed them about the new vehicle arranged by BMC and how the residents can support the effort by segregating waste at source. They also explained to the community on how the waste has to be segregated. The vehicle will play a jingle to alert everyone about its arrival and to also spread and publicize information about the importance of waste segregation.

### Generating demand for desludging

#### Desludging septic tank in CT

The first opportunity came when the nascent CMC members of Chirgaltola decided to approach the SHG member maintaining the toilet to organize the desludging of the septic tank through community contribution. The SHG agreed and the tank was emptied twice and the community pooled Rs.1800 to pay to the operator. This benefitted over 210 beneficiaries who are regular users of the CT. The beneficiaries included elderly, adolescent girls and boys, men and women as well as PwD.



#### Desludging at household level

As desludging of both septic tank and pits were a priority for many households including those of CMC members, they immediately began to plan on how they will secure the services of the cesspool operators. They also decided to organize schedules for emptying pits of two houses on the same day so that it becomes viable for the cesspool operator and affordable for the use. This motivated many households to initiate the planning needed for getting pits/tanks desludged.

The CMC members and CFAR field team have thus far facilitated 30 households to desludge. They took the services of cesspool operators of BMC and paid Rs 450 for emptying each pit/tank.

S.No	Name of the settlement	Number of Households for desludging
1	Bajpai Nagar	14
2	Mayfair Nagar	1
3	Tarini Nagar	7
4	Sikhar Chandi Cluster -2	2
5	Nilachakra Nagar	5
6	Chirgaltola	1
	<b>Total</b>	<b>30</b>

## Observance of Menstrual Health and Hygiene Management (MHHM) Day

On May 28, 2021 the MHHM day was observed by the community in Paria Jali Munda Sahi, Shikarchandi Cluster-2 and Nilapadia Basti. Officials from BMC and WCD participated. Ms. Mamata Rani Bisi, Program Officer WCD and Ms. Sangita Sahoo, Swachha Supervisor, BMC participated through zoom

The community presented the challenges that they facing in in managing menstruation especially post-COVID and during the lockdown and the officials assured them of full support in addressing their problems.

## Advocacy with Stakeholders

A series of meetings were held with a cross-section of stakeholders including officials from Bhubaneswar Municipal Corporation.

### Interaction with CSOs

On April 21, 2021 a meeting was conducted between CFAR, Mousumi and Care World, three CSOs partnering with Bhubaneswar Municipal Corporation to streamline solid waste management across 24 wards in the North Zone.



The meeting was held to plan joint activities which included SWM campaigns, door to door meetings, awareness generation on waste segregation, use of dustbins, planning linkage with the Material Collection Centre in North Zone. The meeting was attended by Samir Ranjan Dash, Jogal Nayak, Bijendra Das (CFAR) Mr Mohanty (Mousami) and Mr Nabaghana Choudhary (Care World)

### Meeting BMC officials

An introductory meeting was held with ward officers belonging to Ward 1,2,3 and 5. The officials informed us that BMC is striving to ensure proper waste collection and at the door-step of all settlements.

The CMC were also able to present their concerns to the Swachh Supervisor and a Supervisor appointed across wards to monitor the services.



The CMC is making an all-out effort to also build a pact with the community and motivate them to comply with the guidelines on solid waste management.

In addition to meeting the ward officers, the CMC members also reached out to Ms. Sushant Sahoo, the Social Mobilizer representing BMC, North Zone and Community Organisers (Cos) Ms. Manaswani, Ms. Madhuri Devi and Ms. Sipra Rani Sahoo belonging to ward 1,2,3,11 and 12. The latter explained the role of the SHGs in Micro Composting Centre.

The CMC is in regular touch with the following focal points:

S.No	Name of the Ward Officer	Ward Number
1	Jyoti Kanta Mohapatra	1
2	Basanta Behera	2
3	Prasanta Acharya	3
4	Bijay Behera	5
5	Acharya Mohapatra	3
6	Srikanta Nayak	17
7	Basanta Behera	2

#### Other Officials

S.No	Name and designation	Designation and Department
1	Susanta Kumar Sahoo	Social Mobilisation Expert, BMC
2	Madhuri Mohapatra	Community Organizer, Ward No-3, BMC
3	Saroj Ponda	Coordinator, Jagruti Private agency
4	Subasis Sahoo,	Senior sanitation expert, BMC
5	Sathivik Sridu	Ward Officer Supervisor- Ward 5
6	Tofan Nayak	Sanitation Inspector-Ward 5
7	Niraj Chandra Rout	BMC Supervisor, Ward-2
8	Rahas Bihari Sha	Sanitary Inspector, Ward 11
9	Rajesh Mohapatra	Electrical Engineer

#### Next Steps

With the withdrawal of the lockdown we are aiming at reaching out to all settlements and also conduct the need assessment study and also form CMC in new settlements by this quarter.

**Build knowledge:** We will focus on strengthening understanding of sanitation value chain and strengthen practices of periodic desludging and segregation of waste. To popularize safe practices, CMC members will use local art forms including wall and floor paintings and writing to strengthen information, education and communication on waste management and the role and responsibility of the community

**Integrate sanitary workers into BMC schemes and programmes:** We will focus on integrating sanitary workers with the Garima scheme of BMC so that both at the level of reskilling and livelihood development they benefit from the concerted effort being made by BMC to strengthen mechanised cleaning of sewer lines and emptying of septic tanks/pits and improve their social positioning by involving them in SHG-based sanitation enterprises

**Aggregate demand through Single Window:** At the Ward level the CMC members would federate as Single Window Forum members and support BMC as well as the area-level federations in managing demand and in supervising services related to desludging and waste segregation

**Strengthen innovation:** On this we will focus on improving accessibility for disabled and elderly and reducing social prejudices against sanitary workers and other marginal groups such as transgender

**Document best practices:** All robust and promising practices will be documented using qualitative tools like profiling positive deviants and using photovoice technique to build narrative from the ground

## Annexure-1

### Community Management Committees and Ward details

Sl.No	Ward Number	Settlement Name
1	1	Chunukuli Basti
2	2	Santi Nagar Basti(Near Cluster-3)
3	2	Shikharchandi (Cluster-3)
4	2	Shikharchandi(Cluster-1)
5	3	C S Pur Sabar Sahi
6	3	Patia Barik Sahi(Tala Bhoi Sahi)
7	3	Patia Kabari Sahi
8	3	Patia Mangala Sahi
9	5	Hadabai Basti
10	5	Palasuni Munda Sahi
11	5	Sameigadia Durga Basti
12	5	Samleigadia Sabar Sahi Basti
13	6	Nageswar Basti
14	6	Nila Padia Basti
15	5	Mancheswar Bhoi Sahi
16	12	Dhirikuti Sahi
17	12	Patra Sahi
18	17	Bajpai Nagar
19	16	Nilachakra Nagar
20	16	Tarini Nagar
21	3	Patia Upar Bhoi Sahi
22	2	Shikharchandi(Cluster-2)
23	1	Chirgal Tola (Prasanti Vihar)
24	1	Prasanti Vihar Housing Board Colony
25	1	Patia Jali Munda Sahi

## Annexure-2

### Priority Concerns - Settlement wise

S.No	Name of the settlements	Key concerns
1	Sameigadia Sabar Sahi	Irregular door to door waste collection
		Drain construction
		Construction of Community Toilet
2	Sameigadia Durga Basti	Irregular door to door collection vehicle
		Need street light
		Drain construction
3	Nila Padia Basti	No water supply through individual pipelines installed by PHED
		Regularise door to door collection vehicle
		Desludging Septic tank of Community Toilet
4	Sikhar Chandi (Cluster-2)	Irregular door to door waste collection
		Insufficient water supply
		Fully construction of Drain
5	Chirgal Tola (Prasanti Vihar)	Drain construction
		Need to repair street light
		Irregular door to door waste collection
6	Chunukuli Basti	No water supply through individual pipelines installed by PHED
		Regularise door to door collection vehicle
		Drain construction
7	Patia Jali Munda Sahi	Desludging Septic tank of Community Toilet
		Irregular door to door waste collection
		Drain construction
8	Santi Nagar Basti(near of Shikharchandi Cluster-3)	Irregular door to door waste collection
		Construction of Community Toilet
		Drain cleaning
9	Shikharchandi (Cluster-1)	Irregular door to door waste collection
		Drain cleaning
		Community Toilet construction
10	Shikharchandi (Cluster-3)	Drain cleaning
		Irregular door to door waste collection
		Construction of Community Toilet

<b>11</b>	C S Pur Sabar Sahi	Insufficient water supply
		Irregular door to door waste collection
		Community Toilet construction
<b>12</b>	Patia Barik Sahi(Tala Bhoi Sahi)	Irregular door to door waste collection
		Drain construction
		Timely operation timing of Community Toilet
<b>13</b>	Hadabai Basti	Water quality very bad
		Irregular door to door waste collection
		Fully Construction of sewer line
<b>14</b>	Palasuni Munda Sahi	Water not supplies in PHED connection
		Irregular cleaning the drain
		Need water ATM or Hand pump
<b>15</b>	Nageswar Basti	Irregular door to door waste collection
		Community Toilet Construction
		Drain construction
<b>16</b>	Mancheswar Bhoi Sahi	Construction of Community Toilet
		Irregular door to door waste collection
		Drain construction
<b>17</b>	Bajpai Nagar	Fully Construction of drain
		Need Anganwadi Centre
		Construction of Community Toilet
<b>18</b>	Nilachakra Nagar	Repair Street Light
		Construction of Community Toilet
		Irregular door to door waste collection
<b>19</b>	Dhirikuti Sahi	Regular drain cleaning
<b>20</b>	Tarini Nagar	Construction of drain
		Irregular door to door waste collection
		Construction of Community Toilet