



Gender Mainstreaming Programme for Water for Asian Cities

Report on

Case Studies on Mainstreaming Gender in WATSAN Programs



Prepared by

GWA facilitators
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Acknowledgements



To all the participants of the first and the second workshops who kept thinking of their action plans to bring about lessons learnt for mainstreaming gender in WATSAN activities.



Photo:

Front cover

Left: water user practice in Koteshowr, source- UEMS

Right: a woman president of WATSAN committee constructing toilet rings, source- CIUD

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Top: Participants of the first workshop, 2009

Bottom: Participants of the second workshop, 2010

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Abbreviation

CIUD	Centre for Integrated Urban Development
ECCA	Environment Campaign for Conservation Awareness
ENPHO	Environment and Public Health Organisation
HVWSHE	Human Value Based Water Sanitation and Hygiene Education
KUKL	Kathmandu Upatyaka Khanepani Limited
NGO	Non-government Organisation
ODF	Open Defecation Free
SODIS	Solar Water Dis-infection
TDF	Town Development Fund
TDIWU	Town Development Independent Workers Union
TSS	Tole Sudhar Samittee
UEMS	Urban Environment Management Society
WAC	Water for Asian Cities
WATSAN	Water and sanitation

1. Introduction

Gender is not a static attribute. Gender and gender mainstreaming varies with space and time. Our knowledge of issues as we know today may be different as the socioeconomic contexts of 'today' and 'yesterday' are ever changing and will be different again 'tomorrow'. Thus, an effort to identify and to bridge the gender gap will be a continuous learning process. With this in mind, the Gender and Water Alliance facilitated two national workshops for program implementers (working in government and non-government organisations) associated with Water for Asian Cities (WAC) program of UN Habitat in Nepal. The workshops were organized to develop, implement and evaluate action plans for gender mainstreaming at the implementation level. The first workshop was organized in September (9-11) 2009; the second workshop took place in September (22-24) 2010 in Kathmandu Nepal and the coaching of the participants who prepared and implemented their action plans in between a year brought about learning on mainstreaming gender in WATSAN activities. This report is a synthesis of case studies on mainstreaming gender in WATSAN activities both at the organizational level and at the program level. One set of case studies is based on the synthesis and lessons learnt from the implementation of action plans prepared by participants in the first workshop, which provides learning on procedural opportunities and challenges. The second set of case studies are existing case studies that are based on participants' experiences and personal reflection. The first set of cases are based on presentation of action plans prepared by participants in the first workshop, their presentation on achievements and lessons learnt on implementation of action plan in the second workshop and coaching provided in the year in between. The GWA facilitators have better understanding of these cases, compared to the case studies presented by participants during the last workshop. Thus, the cases presented in this report are a draft. Some of the cases require further inquiry to develop a full fledged understanding to bring about learning on gender mainstreaming.

Each case study first highlights the challenges or gender gap while working on WATSAN issues. This is followed by a specific program or a project to address those challenges. Thirdly, we discuss outcomes of the program or project to address the challenges. Finally, the case study presents key factors for successes, main obstacles during the implementation and lessons learnt. Details of the case holder provided at the end of the case study allow interested readers to explore further information.

2. Case study description

Documenting case studies is one of the most effective methods for in-depth understanding of a process from input to final output. There are two sets of case studies presented in this section. The basis of first set of case studies is individual action plans prepared and implemented by participants of the first workshop. These case studies bring learning on what implementers identified as gender gaps in their work and about the process of mainstreaming gender. The basis of second set of case studies is activities performed by participants individually or in a team to address gender gap in the water sector. It is sharing of participants' experiences and reflection of their work. The follow-up visit, in-depth interview with the participants and their presentation in the last workshop provides material for preparing the case studies.

2.1 Case studies based on action plan implementation

A specific goal to bridge a gender gap identified in the first workshop guides the formulation of these case studies. Each participant prepared their action plan and implemented it for a year. This section presents five cases that explain challenges and opportunities to mainstream gender at work and workplace.

Case 1. Bridging hierarchies at organizational level

Challenges

The gendered outlook of an organization and organizational culture is a key factor that determines matters in achieving gender water equity at the program level. The organizational rules and regulations often convey different conduct towards staff at different levels. The key to bring about gender equality in such a set up lies in changing the rules, attitude and behavior to bring about a more gender friendly environment. The hierarchy within an organization often leads to poor communication, long bureaucratic procedures and inefficiency of program implementation. A financing institution namely Town Development Fund (TDF) in Nepal experienced similar challenges. An economist at TDF, one of the participants of the first workshop identified hierarchy between gazette and non-gazette¹ staff of the organization as a challenge to achieve organizational goals to alleviate poverty and reduce gender inequities in the sector. A board consisting of bureaucrats, a mayor, technical experts and an economist governs the Town Development Fund (TDF) established as per Town Development Fund Act, 1987. TDF has a project titled 'Institutional capacity building of water and sanitation users committees in small towns' supported by UN Habitat – Water for Asian Cities programme (WAC). This project provides funding for institutional capacity building of water users' associations of Small Town Drinking Water Supply and Sanitation Project implemented by the Department of Water Supply and Sewerage. The project is implemented in 41 emerging towns.

¹ Civil servants of Nepal government are of two categories i.e. gazette and non-gazette, of which gazette are technical staff responsible for implementation of organizational plans, whereas non-gazette are support staff. The gazette staff has four levels i.e. special, first, second and third; the non-gazette has four levels i.e. first, second, third and fourth. The hierarchy is maintained from special to fourth (Civil Service Act, 1992).

TDF consists of 30 men and 8 women staff. Of these 20 staff work at the officers' level, of whom 5 are women.

Program and projects

The hierarchy and discriminatory behavior of the gazette (technical officers) towards the non-gazette (support) staff was the major challenge in the organization. The different treatment in terms of language used, access to information and organizational regulation on involvement in office functions were some of the observable indicators of gender discrimination. Mr. Subash Pant, an economist in the organisation aimed to bridge this gap in his action plan prepared in the first workshop. Mr. Pant worked out activities to implement his action plan. First, he encouraged non-gazette staff to participate in organizational meetings wherever possible. He especially made sure that he invited non-gazette staff to the meetings that were organized by him. For instance, non-gazette staff participated in a meeting to discuss construction of the office building, which otherwise would have been dominated by gazette officers only. Secondly, he took the initiative in forming a common platform for all staff, which took the form of a Staff Union. Third, he lobbied with his colleagues, the gazette staff, for the need to involve non-gazette staff in all other office activities. In the due course, after consultation with other staff in the organization, need for a common platform to increase interaction between lower level staff and high level staff was visualized as a means to bridge the gap. Mr. Pant facilitated the formation of Town Development Independent Workers Union (*Nagar Vikaas Swatantra Karmachari Union-TDIWU*) after consultations and meetings with the gazette and non-gazette officers of TDF. This union too could have been a space for the national political parties to play party politics, however Mr. Pant along with the other staff felt that this union should be strictly non political and focus only on the development of the organization.

Outcomes

The formation of the union was the crucial and final outcome of Mr. Pant's action plan. Breaking the traditional hierarchy such as the gazette officer being superior, both gazette and non-gazette officers formed the committee of this union, in which the president is a nongazette officer and under him, a gazette officer worked as secretary of the union. The office started the practice of drafting job description and conducting monthly meetings to evaluate one's performance for which the union played a key role to the information and bring consensus among the staff. The union became platform to address staff grievances. At the same time, the organization formed and endorsed staff code of conduct. The formation of union brought about harmony and healthy working atmosphere. There has been a change in the behavior and attitude of the gazette staff towards non-gazette staff after the formation of the union.

Key factors for success

- a. Role model: The committee of the union challenged the existing hierarchy, which convinced the non-gazette staff that it is a platform where they could talk equally. The participant, who is a gazette officer acted as a role model by accepting a position in the committee of the union that is led by a non- gazette staff as the president.
- b. Consultation: The management committee of the Town Development Fund extended cooperation towards the formation of the union as the consultation with them took place to identify the needs of TDIWU.
- c. Participatory approach: Involvement of the gazette and non-gazette staff from the inception of the union brought about a 'we' feeling among the staff. It has finally helped in team building of the organization.

Main obstacles

- a. Some staff of TDF became opportunistic and tried to further their own interest while forming TDIWU.
- b. The management was skeptical and wondered if TDIWU would become a political union influenced by national party politics. The management was also anxious if the non-gazette staff would compromise the functioning and confidential issues of the workplace. This obstacle however was overcome by the when there were continuous meetings held by the union and party politics was consciously kept out by the members.

Lessons learnt

The success of the union as a platform for grievances and overcoming hierarchies will remain valid only until it maintains its neutrality. Till today, this union is able to maintain its independence from party politics due to facilitation by key staff who realize the importance of the union, its neutrality and significance of team building to achieve organizational goals. These staffs act as champions of the organization. They take initiative to solve organizational problems. Facilitating these champions to realize gender gap in their work can play a key role to mainstream gender both at organizational as well at program level.

The management realized that maintaining confidentiality of the workplace was the ultimate responsibility of each staff, as this would bring about smooth functioning of the organization.

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Case2. Water bottling system and social organization to access safe drinking water to the poor of urban areas

Challenges

Soaring water demand and low availability of clean drinking water is an ever-growing challenge in the newly urbanized areas. Access to clean water can only be possible with improved technology and optimum use of the resource by urban dwellers and through vibrant social organizations that address the issues of marginalized sections of a society. However, organizing the poorest of the poor to facilitate their access to clean water is not an easy task. Livelihood activities and income generation activities are often priority over community activities, which make people, especially marginalized poor men and women unable to participate in community led water and sanitation programmes. They are often left out of such activities and information about NGOs carrying out these programmes is very often out of their reach. The poor and ill informed, marginalized men and women often are sidelined. Rich and powerful groups in the community often dominate access and benefits of community led water supply, and sanitation program. Realizing this challenge, a participant of the first workshop from Urban Environment Management Society prepared her action plan to form inclusive water users' organization in Koteshwor with a hypothesis that users' organization represented by needy people could decide for the poor when a project includes a component of the water market.

Program and projects

Urban Environment Management Society (UEMS), established in 2002 has implemented a project titled Water Bottling for the Urban Poor within WAC program. UEMS has implemented the program successfully in Chyasal and has planned to apply the lessons learnt in another emerging urban hub called Koteshwor. The Ward Number 35 of Koteshwor, a crowded habitation with 1200 households and 6000 inhabitants in Kathmandu faced severe problems of water scarcity. Hardly any house has connection to drinking water supply network of Kathmandu Upatyaka Khanepani limited (KUKL). The drinking water sources are groundwater

pumps and wells, which are not safe. UEMs planned to carry out bottling of surplus water from Siddhipur drinking water supply system. Siddhipur in Lalitpur district is located about 6km far from Koteshwor, Kathmandu district. The water is distributed to the consumers at Koteshwor by transporting the clean water in water tanks. The cost incurred in transportation of water from Siddhipur to Koteshwor is an important factor in pricing of the water. The component of water marketing in this project made the organization concerned about the possible risk of marginalization of poor. Without an inclusive water management committee, decisions might affect the absolute poor negatively. The project thus planned to form an inclusive users' committee that can make decisions on water pricing, distribution and allocation.

UEMs made an effort to facilitate formation for an inclusive committee. The fact that, women of the household are responsible to manage water, they faced the most problems. Thus, women users' committee ultimately facilitates addressing women's need; this principle guided the entire process. UEMs staff contacted the ward office, the health post and approached personnel like the network of women health volunteers of the already existing structure to share the ideas on solving water problem of the community. Number of meetings took place at first separately with different individual stakeholders and in-groups later on. The community members went for exposure visits to the area, namely Chyasal where UEMS had implemented successful programs.

Outcomes

The outcome of the project is the formation of Water Users Association (WUA) committee consisting of poor women. It consists of 15 members of which 13 are women and 2 are men. The president, secretary and the treasurer are female members. The committee expressed interest to work on sanitation issues and imparted training to 30 women on sanitation issues. The committee has decided the price per bottle to meet the transportation cost depending upon the individual's capability to pay.

Key factors for success

- a. The formation of women led committee is a key reason for being able to define water price that could meet the need of poor women and marginalized community.
- b. The process of involving already existing health volunteers' network in the formation of the committee led increase number of women members in the water users' committee.

Main obstacles

Even though women health volunteers facilitated formation of the users' committee, assembling them together was the major hurdle. They were often busy and getting them

together at one time, at a fixed hour was time consuming. Some of the stakeholders expressed dissatisfaction with involvement of women health volunteers to form the committee. The point to be noted here is that the domination of men in the committees was challenged successfully by the fact that the women health volunteers finally became a part of the committee. The women committee members expressed their interest to work on water and sanitation issues. Justifying the women's participation and convincing stereotypical men in the community became easier once the women proved their interest to work on water and sanitation issues.

Lessons learnt

Identification of all stakeholders to discuss users' need and building alliances with already existing network is an important step to form an inclusive users' committee.

Pro-poor and women oriented decisions can take place if they are included in decision-making forums.

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Case3. Increasing women's participation in formal WATSAN activities

Challenges

A rigid gender division of role in WATSAN activities is a challenge to address inequity in WATSAN services. Women mostly are entirely responsible for all water related activities of a household, but are not involved in formal WATSAN activities facilitated or initiated by external agencies. They are hardly ever represented or involved at the places where they can participate and make decisions related to WATSAN. The formal WATSAN committees are controlled and operated by the men folk in the community, as social norms in Nepali society guides men to take over 'official' non household work. When women do water related household work, control over resources to invest on WATSAN remains with men. The rigid division of role in WATSAN activities often is a hurdle to change attitude, increase investment and bring consensus required to achieve better hygienic situation. Centre for Integrated Urban Development (CIUD), a civil society organization established in 2002 aimed to address this problem and increase women's participation in overall WATSAN activities including leadership, decision making and WATSAN technology. A community mobiliser of the organization who

participated in the first workshop prepared her action plan to increase women users' participation in her work.

Program and projects

CIUD implemented Kamalamai Water Environmental Sanitation and Hygiene Program, in association with Water Aid Nepal and UN-Habitat. The environment of Kamalamai was not very hygienic especially due to open defecation and improper waste management. It was one of the areas prone to dysentery and diarrhea. WASH activities of the project included improvement and construction of water supply system, construction and improvement of toilets, solid waste management, environmental sanitation and hygiene education and advocacy and capacity building. The community mobiliser together with her colleague conducted door-to-door campaigns to enlist female volunteers to carry out health and menstrual hygiene awareness. Fifteen women were trained and given information on water sanitation, women's menstrual hygiene and the other health aspects that were affecting the community. These trained fifteen women volunteers were then mobilized to address the issue of water, sanitation and menstrual hygiene. This is a remarkable change as women who earlier never participated and were unaware of issues of health were now in users' committee. Villagers also selected a woman as a president of users' committee.

Outcomes

The occurrence of diarrhoea and dysentery in the project area has drastically reduced. There is more involvement of women members in WATSAN related organization and committees.

Key factors for success

The success of the program was due to involvement of women volunteers. The women volunteers played a key role to disseminate hygiene information, facilitated construction of toilets and health education in the community that resulted in reduced occurrence of diarrhea and dysentery. The staff of CIUD encouraged women volunteers to involve men and children in the activities.

Main obstacles

Changing existing gender norms and values cannot be carried out by civil society organizations alone. These organizations can facilitate the process, only initiate, and encourage role models among the user groups. For CIUD, facilitating the process in such a way that village men and women act as role models challenging the dominant gender norms such as women should not lead and speak in public was the challenge.

Lessons learnt

The involvement of children and women is important to create mass awareness on changing hygiene practice.

Women can break social barriers if they believe and internalize that their initiatives are important for their children, family and society.

Further information

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Case4. Involving men to invest in WATSAN structure

Challenges

Gender constitutes the basic social relationship, roles and responsibilities between men and women. In the Nepali society women are responsible for most of the WATSAN activities of a household, whereas access and control over economic resources of the household remains with men as they act as a head of a household. Programs that aim to increase awareness on WATSAN and hygiene education often involve only women considering the important role women play in such activities. However, women often face difficulties in convincing their male partners to invest in WATSAN structures, as they do not have direct access or control over economic resources. A participant, who was sanitation volunteer and at present is working as front desk staff of Lekhanath Small Town Drinking Water Supply Users' Organization prepared her action plan to address the problem.

Program and projects

Lekhanath water supply system is community managed water supply program. A committee represented by nine members of whom two are women is the governing board of the organization. Department of Water Supply and Sewerage implemented the project since 2001 and the communities overtook full management since 2008. It provides drinking water to 7017 households. The project has sanitation component together with water supply. Water users' organization aimed to declare Lekhanath municipality as open defecation free (ODF) zone by 2010. Yet about 700 users did not have toilets in 2009. After the first workshop, the participant from organization prepared her action plan to involve men and conduct gender awareness

programs wherever possible in her existing work plan to achieve organization goal of ODF declaration.

In the follow-up meeting of sanitation volunteers who are all women, she invited *Tol Sudhar Samitee (TSS)* i.e. the local committee representing a street, responsible for well being of the area. As TSS members are mostly men, she strategically invited them to ensure men's involvement. During the meeting, she discussed issues of constructing toilets and explained the gendered dimension of sanitation work and investment. In addition, she had group discussions with women volunteers on the issues of gender, health and hygiene on the day of cleaning community conducted once in a month. Since, the day of cleaning ended with discussions, women expressed their reluctance to come another day for the cleaning activities, as they were busy with household chores. Strategically, she asked them to ask male members of the family to join cleaning the next day. Accordingly, male members joined cleaning activities the next day, in which she explained the need to invest and construct toilets. She explained the harmful and dangerous effects of open defecation on the health of the community. She related it to possible expenditure one has to make when a family member falls sick - such as visiting doctors, buying medicines and the problem women and children face with without proper place for defecation etc. This discussion encouraged men to invest in toilet construction.

Outcomes

Fifty new families constructed toilets after the participant made an effort to involve men. A village woman even expressed, 'Many times I told my husband to construct a toilet. He did not listen to me. It seems your discussion finally convinced him. Thank you.'

Key factors for success

Involvement of men in programs and plans of WATSAN activities.

As men have control over economic resources of a household, men need to be convinced to invest in toilets and tap construction.

Explaining the opportunity cost and relative advantage of investing on WATSAN technology could convince the men to invest as they are not directly involved in day to day WATSAN activities of the household.

Involving and making men aware of WATSAN issues and structure could lead to adoption of WATSAN technology.

Main obstacles

Though Ms Nepali succeeded in increasing the number of toilets by convincing the male members, her basic idea to change the strategy of the committee and involve men and women equally in the entire committee to feel committed towards issues of sanitation being addressed could not be achieved. The idea did not get priority in the work plan of the organization as the committee members expressed disagreement with the achievement of the participant. During the follow up visit, the facilitator found them more interested on solving problems of water supply than sanitation. However, the officer in charge, an engineer was positive about the achievement, but does not have time to prepare a proposal to work on the social component of the program.

Lessons learnt

Involvement of both men and women is an important specially to make family decisions on investment on water structures. However, disagreement from male committee members show the reflection of dominant thinking that sanitation becomes secondary to drinking water in overall WATSAN issues.

Case5. Mainstreaming gender in WATSAN training curriculum

Challenges

Each society has its own water and sanitation practices. For instance, stigma and taboos related to hygiene and sanitation practice often makes it difficult to talk about personal hygiene in public. Thus, a curriculum on conducting training on Human Value Based Water Sanitation and Hygiene Education (HVBWSHE) needs to be contextual. A participant from an NGO named Stepping-Stones prepared her action plan on preparing gender sensitive training modules and conducting training on HVBWSHE with a gender perspective.

Program and projects

Stepping Stone, an organization working on issues of child and youth advocates and imparts training on Human Value Based Water Sanitation and Hygiene Education Program. It is involved in WATSAN activities in fifty-five schools, specially providing training for teachers and other stakeholders. The major objective of the program is to bring water, sanitation and hygiene awareness and behavioral change in schools, targeting teachers and students so that awareness reaches parents and community at large. A study was conducted to identify different issues of hygiene that affect both male and female students and teachers in the school environment. The research showed that shocking problems are associated with menstrual hygiene and availabilities of normal toilet facilities. Often in a Nepali society it is not questioned why men

urinate in standing position, which is often creates an unhygienic situation if a proper urinal (bowl style urinal) is not installed in the toilet.

Stepping Stone revised the training module based on the finding of the study. It incorporated broader topics of social construction of sanitation and hygiene practice. The training module included issues of menstrual hygiene, which is a topic perceived as personal and discussing in public is associated with stigma. More such real issues on menstrual hygiene were included in the module.

Outcomes

After the revision of the curriculum, the module on menstrual hygiene is dealt in the training program.

As the result of inclusion of a module on menstrual hygiene, teachers have started to talk about the different issues and want to change the perspective and environment at school on menstrual hygiene.

There was increase awareness related to menstrual hygiene among the students and teachers.

Key factors for success

The participant of the organization is open, enthusiastic and positive to bring necessary changes in the curriculum. Since she is the director of the organization, her position allowed her to make necessary changes in the curriculum easily.

Main obstacles

Contextualizing a training curriculum is a continuous process. Thus with some revision in the curriculum, it cannot be considered as the final one. Revision of a curriculum is also not an end; the effectiveness depends on whether or not trainers make sense of the content of the curriculum. Finding a good trainer and conducting training of trainer is an important step for Stepping Stone to achieve its objective.

Lessons learnt

The team involved in revising the curriculum at Stepping Stone felt that every day-to-day activity has linkages with gender issues. Looking at each activity through gender lens brought a change of seeing the issue of Water and Sanitation in a different perspective especially in the context of the school sanitation environment.

Further information

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2.2 Existing case studies

These case studies are based on participants' experiences and reflection presented in the final workshop. It has been carried out either individually or in a team. These are sharing, which participants of the final workshop claim as stories on gender mainstreaming after having understood the theories and discussion around gender mainstreaming in water and sanitation sector. Since in depth understanding of the cases are lacking and these case studies require further follow up to understand the steps and procedure followed, some of them appear general in this report. We believe further interrogation could bring about new learning for this project.

Case1 Changing gendered norms and values- a story of women masonry

Challenges

In the Nepali society, the relation between women and technology is very distant and remote. Women are involved in labor work of construction activities, but skilled masonry is a man. Skilled work has higher social values, economic gain and is a man's work. Similar scenario is obvious in WATSAN related technical work which are paid men's job; and cleaning and managing water and sanitation activities for a family are unpaid women's work. The lower value of women's work in a society often put women in disadvantage position and there is a need to dilute gendered division of role in WATSAN sector. With this in mind, Centre for Integrated Urban Development (CIUD) aimed to increase women' participation in overall WATSAN activities including leadership, decision making and WATSAN technology.

Program and projects

A project area named Bathadchaudi basti is located far from city. This is the only place where rings required to construct toilets are prepared. Even the cost of construction per ring was expensive. One has to compromise on the quality of the rings as this place had a monopoly in this particular aspect. CIUD facilitated a discussion on whether any one from the village would like to learn skills on making rings, so that villagers could have an additional shop to buy rings and one can earn money by selling the product. None of the villagers came forward as they

were already occupied working as daily wage labourers. Starting an enterprise means making a compromise with daily wage earning which is difficult for the poor community. Few who could bear the financial gestation period of an enterprise did not show interest. Finally, a woman who was the president of the sanitation group facilitated by CIUD came forward. With the help of her husband, she learned to prepare rings and sold them at half of the price of local market. The quality of the rings was also appreciated.

Outcomes

Often making rings are men's job. The woman president working as a mason proved that women were capable of skilled jobs such as making toilet rings. It changed the gender norms and values and the way people perceive women. Her work is also valued as she was able to provide the rings of better quality and at affordable lower costs.

Key factors for success

The facilitation by CIUD to increase women's participation, the female president's sense of enterprise as well as the support from her husband is the key factor for success.

Main obstacles

Women who would like to be a role model are often hard to find. Often the male partner resists and does not support his wife to act against the social norms and values that affects the family image and position in a society.

Lessons learnt

Empowerment can be possible, if information flows to women in right order and manner. Support from the men in the family is also equally important for women to change social norms.

Case2 Breaking the Taboo- Talking about menstrual hygiene

Challenges

Talking about menstrual hygiene is often attached with stigma. The WATSAN program targeted to community level do incorporate components that dilutes stigma and taboos associated with WATSAN practices, however often fail to address the problem at the organizational level.

Program and projects

The program officer of CIUD attended five days training on Gender, Water and Equity. One of the topics discussed and debated in the training was on menstrual hygiene. For her, it was the first time that she participated discussing and sharing personal experiences on menstrual hygiene. The training made her to reflect her own office environment in addition to thinking about the project component that she is implementing. Her experience empowered her to take initiative to solve the problem faced by women staff in the organization.

The office has toilets, but keeping a waste box or dustbin was not a regular practice. Lack of waste box in the toilet used to make it difficult for the female staff to dispose sanitary pads during the menstrual period. The trainee who had attended the workshop on Gender, Water and Equity raised this issue in the organization and made the management aware about the need to keep a wastebasket regularly in the toilet. She raised this issue in the office meetings and also made coworkers aware of their problem. The management being an organization working in the area of WATSAN readily incorporated and addressed the issue.

Outcomes

At present, CIUD office toilets have wastebaskets.

Key factors for success

Self-realization and initiative by 1 woman to address a taboo has led to solve the problem faced by women staff.

The willingness of management to take her issue seriously.

Main obstacles

In lack of proper articulation of the problem, there might have been resistance to her proposal. However being able to talk about the issue that is not commonly expressed in public place was the real challenge. This challenge was successfully overcome because the participant had herself undergone a gender training and this helped her overcome her shyness.

Lessons learnt

It is important that women themselves understand their problems to raise their own concerns. The fact that the participant underwent a Gender Training helped to address and raise awareness of this issue of hygiene and sanitation in the organization. The self-realization is important, as it is visible in her case that she also incorporated the topic in her work at community level.

Further information

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Case3 Community motivation and Declaration of Safe Water Zone

Challenges

Lack of adequate water supply and sanitation infrastructure is one of the major problems faced by people of a village in ward no.8 of Lalitpur municipality. This has resulted in a high incidence of diarrhoea and other dangerous water borne diseases. Traditional beliefs, practices, and lack of basic amenities such as safe drinking water have resulted in continuous unhygienic practices and ways of life.

Program and projects

‘Partnership for Safe Drinking Water’ three-year project implemented by Environment and Public health Organization (ENPHO) an NGO in the area aimed to improve the water and sanitation situation in the ward. Foremost, ENPHO mobilized the community, and made them aware of sanitation practices and associated health issues. The organization boosted the moral of the people in the ward to improve its WATSAN conditions collectively. They were collectively encouraged to envision the declaration of their village as a Safe Water Zone. The declaration in practice meant that every household is to use drinking water treatment options i.e. either SODIS, water boiling, filtration or chlorination. ENPHO facilitated the formation of women and youth groups to carry on this mission and helped these groups to network with other institutions and partners for regular supply of drinking water treatment products. This entire process was carried out over a period of several months with regular meetings and individual meetings with the members of the community.

Outcomes

This mission of declaring a safe water zone proved to be successful. All households in the community today use some kind of water treatment to ensure that they have safe potable drinking water.

Key factors for success

The active women's group and inclusive users' committee led to success of the project within a short period of time. In addition, a proper supply chain helped the community to have regular access to water treatment equipments.

Main obstacles

As ENPHO was facilitating the process, the community demanded water treatment products free of cost at the beginning. Some of them were even reluctant to change the traditional practice of water consumption and found it a tedious process.

Lessons learnt

The women's leadership in the process has helped in behavioral change to consume safe water. At the same time, teamwork is essential to declare an area as safe zone.

Further information

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Case4 SHE team and the sustainable sanitation management

Challenges

Siddhipur, a traditional Newar settlement located about six kilometers southeast of Kathmandu has a population of 6046 in 1308 households. Water and sanitation was a serious problem as the community relied on 52 public stand posts that supplied untreated water from Godavari River and most households did not have access to proper sanitation. Majority of the households are dependent on farming, the education level is low and often homogeneity of the community with strict traditional norms and values made Siddhipur very difficult to work in. Though the area is very close to the capital, it lacks the basic amenities of water and sanitation, it was a challenge to improve WATSAN situation.

Program and projects

Environment and Public Health Organisation (ENPHO) a national NGO facilitated Siddhipur Water and Sanitation Committee in implementing an integrated community based water and sanitation program. ENPHO facilitated the formation of SHE (sanitation, health and education)

team lead by women to work on the issue of household and community WATSAN management. Although, there was an older civil society organization, called Guthi controlled by the old men in the village, the NGO facilitated the formation of young women's group who were active, energetic and willing to take initiatives to solve problems for the future generations. SHE team introduced pin program in public place to collect plastic and were recycled to make plastic bags. The women 's group also started income generation activities, such as making shoes from rice straw, amply available in the farming communities. Many household installed ecosan toilets that are environment friendly.

Outcomes

The water and sanitation environment in the area improved drastically.

Key factors for success

Involvement of women from the community played key role to change water and sanitation related human behavior.

Main obstacles

It was hard initially to organize women and get them involved in community activities. The traditional norms, values, and hierarchy within Newar communities are strong. Thus effort spend by ENPHO to reach these women took longer time.

Lessons learnt

Mobilization of women even in a community with strong gendered division of roles and responsibilities is possible if all the stakeholders are involved in the process.

Further information

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The two case study holders above are a part of a large integrated project carried out in Siddhipur a step by Step Process documented as a case study in Siddhipur is available at the following sites

<http://www2.gtz.de/Dokumente/oe44/ecosan/en-changing-communities-2008.pdf>

http://www.unwac.org/new_unwac/pdf/countrywise/Siddhipur_integrated_water_sanitation_program.pdf

http://www.agepp.net/files/agepp_nepal2_watersupplysanitation_fullversion_en.pdf

Case5 Using available resource and water distribution rule for equity- a case of Chyasal

Challenges

Approximately 1,500 residents of Chyasal, a poor neighborhood in the core settlement of Lalitpur, used to depend upon three local stone spouts to meet their daily water needs. The supply, however, was not enough, especially during the dry season. In desperation, the locals dug a well nearby. Unfortunately, water from the dug well turned out to be unusable due to its high turbidity and iron concentration. With no alternative in sight, the community approached the Urban Environment Management Society, an NGO for help.

Programs/Projects

UEMS initiated a model demonstration project and established a safe drinking water bottling and distribution system with use of bio sand filtration technology². Mass meeting of the users resulted in formation of users' committee comprising of three women members and six men. In the same meeting, UEMs informed men and women about bio-sand filters. UEMS also approached a *tole- sudhar samiti* (TSS), a committee formed at hamlet level to ensure clean environment in the area and dominated by men. Users were involved in the implementation process where most of female users participated in segregating sand and gravel of different sizes in preparation of the filter. Local plumbers installed the system. This process helped in building a sense of ownership of the system among the users and helped them to be acquainted with technological aspects of the filter. The committee recruited a man and a woman for maintenance and water distribution. In this process, women group decided to form a separate *Tole Sudhar samiti* to look after other local issues, especially on sanitation. The committee decided the price of water differently for the users who had contributed in the construction and others who have not. The price of the water is determined just to meet the running cost so that poorest of the poor in the area can also afford safe water. The committee has also made rules on restriction of construction of private well in the surrounding area to protect the water recharge in the well.

² For detail <http://www.uems.org.np/brochures/Chyasal%20Story.pdf>

Outcomes

The main outcome of this programme is that water became affordable for the poor. The Water for Asian Cities Programme has a key focus on pro poor issues; this project clearly demonstrates this focus.

Key factors for success

The burning need of safe drinking water in highly populated Chyasal encouraged the community to be involved in the process from the design, construction and installation of the system. As the community knew about technological complexities of the system, they themselves could continue with repair and maintenance. That has led to smooth functioning of water bottling system in Chyasal.

Main obstacles

Initially, some of the users were skeptical about the technology proposed by UEMS. However when they saw the previous work of the organization and the rate of success of the technology they were convinced. Water from the well is pumped about 40 ft, on top of a four-storied house to drop it in bio-sand filter.

Lessons learnt

Involvement of both men and women in a water project could solve water problems in sustainable way. It is also important that users know the technology in detail.

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http://www.unwac.org/new_unwac/pdf/countrywise/Making_community_based_safe_drinking_water_accessible.pdf

Case 6 Small technology bigger impact-introduction of chlorination technology to reduce water borne diseases

Challenges

Water borne diseases are a major problem for the urban poor due to increased water pollution. This makes women and children especially vulnerable. Pregnant women and mothers with infants have an added disadvantage. The Millennium Development Goals 4 and 5³ emphasized on the problem and aim to reduce child mortality and improve maternal health. However achieving MDG 4 and 5 are not easy due to lower priorities or investment on women's and child health.

Program and projects

Environmental Camps for Conservation Awareness (ECCA), an NGO conducted 'safe water drinking campaign' in the government schools to reduce the problem of water borne diseases. ECCA facilitated installation of chlorinator in schools so that schools will be able to provide safe drinking water. After the adoption of chlorinator in the schools, the school management sold chlorine to communities so that household consumption of water can also be safe. In the process, ECCA conducted number of awareness campaigns on need for clean water consumption and different methods of water purification. They also conducted campaign on increasing enrolment of children with emphasis on girl child to make sure that all children of the area will be covered in the program.

Outcomes

There is increased awareness on water purification, water borne diseases and change in human behavior to purify water before consumption. Children consumed safe drinking water in school and home that resulted in reduced number of children suffering from water borne diseases in the community. The schools generated income by selling chlorine to the communities. Even women groups located in the communities and outside made a request to ECCA for the similar services so that the group can initiate chlorination centers in the communities.

Key factors for success

ECCA as an NGO facilitated the process by providing Information, Education and Communication material on various method of water purification, which helped school management and women's group to decide on adoption of technology that they could afford

³ For further detail refer www.mdgs.un.org

and could reduce risk of water borne diseases. For example, difference between ceramic filter, water boiling, chlorination and other advanced methods of water purification are discussed.

Main obstacles

There was resistance to replace prevailing water purification methods that was mostly ceramic filtration. People complained about the smell of chlorine at the beginning.

Lessons learnt

Behavioral change on water use practice cannot happen in a day. It requires continuous motivation and follow-up.

Further information

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Case 7 Public toilet meets need of urban poor

Challenges

The job opportunities and the prospective future that one sees in urban areas attract people to move into cities. However, the economic situations of the migrants hardly ever allow them to have access to better sanitation facilities. Most of them live in rented rooms that do not have toilets. Chinatown quarter, Ward number of 1 of Hetauda municipality faces similar problems. The municipality has mapped the area as habitation of urban poor that lack water and sanitation infrastructure. The people in this area are mostly street vendors who do not have a reliable source of income. The existence is almost hand to mouth. Most of the houses do not have toilets. All drinking water and sanitation of the people in this settlement are met by a small river flowing in the vicinity. This made it very risky for all the people, and especially women and children in the settlement too who had to go all the way to the river if they had to go to the toilet at night. Besides this, the use of river water for other purposes made the area prone to water borne diseases.

Program and projects

Majority of the households could not afford to construct a toilet in their houses. Therefore, Hetauda municipality decided to construct public toilets in the area. The municipality was

aware that the location, design and construction of the toilet should meet users need, specially women and children. Thus, the facilitation process by the municipality was crucial. A Community mobiliser, who was a female staff from the municipality carried out the project and facilitated the process of formation of inclusive users committee by organizing meetings with the men and women of the community. The committee decided to construct a public toilet in a public place named as 'Bhimsen Temple,' which is centrally located for poorest of the poor communities in the area. However, the temple committee refused to construct toilet next to a place considered as holy. Therefore, the construction of public toilets was carried out in another accessible area close by.

Outcomes

Families who used to go to river started using the public toilets. Thus, it minimized the pollution in the river. At the same time, occurrence of water borne disease has reduced. Women and children have especially benefited from this program as they now dont have to go all the way to the river at night.

Key factors for success

The involvement of women, men and disadvantaged communities in the committee led to construction of the public toilet successfully.

Major Obstacle

Traditional notions of purity and pollution make people believe that toilets are 'impure' places. Thus, there was resistance to construct public toilets next to the temple, which was centrally located and would have been useful for visitors of the temple as well.

Lessons learnt

Any kind of infrastructure construction like toilets or stand posts and taps require the complete participation of the stakeholders and beneficiaries. The construction of the toilets in this case, was possible only because of the involvement of the stakeholders.

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3. Conclusion

This report documented the case studies on mainstreaming gender in WATSAN activities targeted for urban poor. This report presented challenges, programs to address the challenges, key factor for success, obstacles and lesson learnt from the case studies covered in this report. Out of the twelve case studies, majority highlighted the importance of involving women beneficiaries on projects targeted to behavioral changes on WATSAN practices. Other highlighted significance of an inclusive users committee to make pro-poor oriented decisions on water pricing, design and location of installation of WATSAN technology and sustainability of the program. One of the case studies presented effort to address gender gap at organizational level, in which dilution of hierarchy and space to debate and discuss inequities as an important step for team building, efficient management and to address inequities prevailing at organizational level.

As mention at the beginning of the report, some of these case-study presentations lack in-depth understanding about each case .The participants have recounted these cases as success in the area of gender mainstreaming and many of these activities have been carried out with the support of the colleagues of the participants in their respective organizations where they work on projects in teams. The participant cannot be counted as an independent individual who carried out the case successfully. For instance, the detail procedure carried out to form SHE team, safer water zone declaration, a very large project carried out by ENPHO, with several integrated components cannot be documented as cases of two individual participants alone.

Besides this, some cases such as the case study in Hetauda lack details of the project. A detailed inquiry of some of the cases shall provide us the nitty-gritty of challenges and opportunities to carry on gender mainstreaming in WATSAN activities. To elaborate the cases we need to contact case holders.

The cases presented here have perceived gender not only as men-women, rather it is seen as an entry point to rich the poor, disadvantaged and marginalized in a society. The gender plus concept has been used to address the gendered problem in WATSAN sector.