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Working Document II, May 1998

South Asia Regional Consultation - Report

Participation, Gender & Demand Responsiveness Making the Links With Impact and Sustainability of Water Supply and Sanitation Investments

A Participatory Learning and Action Initiative

17 & 18 February 1998 - Bangalore, India



UNDP-World Bank Water & Sanitation Program
Regional Water & Sanitation Group - South Asia

Participation, Gender & Demand Responsiveness : Making the Links with Impact & Sustainability of Water Supply & Sanitation of WSS Investments

*Report of the South Asian Regional Consultation
17 & 18 February 1998, Bangalore, India*

I. INTRODUCTION

Over forty professionals representing Government, External Support Agencies(ESAs), NGOs and research and training institutions associated with water and sanitation sector met in Bangalore for a two day Consultation. It was organized by the Regional Water and Sanitation Group for South Asia (RWSG-SA) of the UNDP-WB Water and Sanitation Program (WSP) ¹ on 17 & 18 February 1998 (Participants list under annex-1). The Bangalore event was the first of five regional consultations proposed as follow-up to a workshop in The Hague, Netherlands, in October 1997 that focused on future WSP strategies and action on gender and participation. The host Government of Karnataka supported the initiative and the Additional Chief Secretary and Development Commissioner Mrs. Teresa Bhattacharya closed the meeting with a down to earth but inspiring address to the participants.

The Consultation aimed to inform sector partners of a global initiative for Participatory Learning and Action (PLA) launched by the WSP and get advice on the methodology for a series of participatory rapid assessments. These assessments will be carried out in 1998 in partnership with various stakeholders including the users, NGOs/other social intermediaries and staff at various implementation levels within the service delivery agencies. The aim of the rapid assessments is to determine whether the use of demand-responsive, gender-aware approaches in water supply and sanitation projects/programs increases the sustainability of services.

Objectives of the Rapid Assessments:

- to determine the extent to which projects and programs, based on principles of demand responsiveness were participatory, gender sensitive and had a poverty focus
- to assess the extent to which participatory and gender-sensitive approaches had an impact on the sustainability of projects/programs
- to determine the factors that facilitated and/or limited the implementation of participatory gender-sensitive approaches (in planning and execution)
- to assess whether the projects/programs had different impacts on women and men, rich and poor
- to consider the benefits as well as burden of operating and maintaining a WSS service at the household or community level

Participatory Learning and Action (PLA)

The PLA initiative encourages people's participation in joint analysis, leading to action plans and formation of new local institutions or strengthening of existing ones. It involves the use of interdisciplinary methodologies and makes use of systematic and structured learning processes. In the

¹ The WSP is an international partnership which began in the late 1970s during the Water and Sanitation Decade, with a few pilot initiatives. Since then it has expanded and by 1992, it had influenced the design and performance of investments worth US \$ 2.5 billion, reaching more than 55 million people. The overall thrust and comparative advantage of the program is in the areas of Rural Water Supply and Sanitation (RWSS), Urban Environmental Sanitation (UES) and Gender and Participation(G&P).

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process, groups, whether at the community or agency level, are likely to take control over local decisions, and then have a stake in maintaining structures or practices. A specific objective of the PLA is also to improve the capacity of sector agencies to respond to users' demands for WSS services using gender-sensitive, participatory approaches.

The PLA initiative

- attempts to take participation and gender beyond the "advocacy" mode to an operational mode
- attempts to enhance the Program's understanding and use of the demand-responsive approach
- focuses on the institutional level and places G&P on the agenda at various institutional levels (community, NGOs/social intermediaries, agencies and policy level) for service delivery in response to users' demands
- focuses on capacity building at all levels in the service delivery, operation & management systems

II. The Consultation

Objective

To prepare a detailed methodology and analytical framework to carry out a series of Participatory Rapid Assessments in consultation with institutions and development partners having experience in the area of participation and gender. The Rapid Assessments will examine implementation experiences from about 16 projects in 14 countries.

Process

The two day Consultation was highly interactive, involving small group activities with a couple of introductory presentations. Interestingly, a consensus emerged with regard to a large number of issues, even though participants belonged to different countries and institutional backgrounds. A preliminary group activity that laid the foundation of the discussions, dealt with a **situational analysis** i.e. where are we now on gender and participation? Where do we want to go? and what is keeping us from getting there? It emerged that the present situation is a result of a **vision crisis** which translates to planning problems, gap between policies and action, imbalance in decision-making, very little focus on sanitation etc. The constraints faced were related to institutional capacities at all levels and lack of incentives. The forward looking message encompassed a changed vision with gender equality, mainstreaming of G&P issues in sector activities, integrated hardware and software activities, integrated and self-sustaining sanitation and health activities and local management of resources and systems. The outputs of the group work on this theme is under Annex-2.

An extensive discussion followed on the different **participatory tools** being used in the field to make a quick and effective assessment of their relevance and efficiency. Interesting experiences were shared and participants learnt about tools used successfully in other countries. The list of tools generated during the session is under Annex-3.

An intensive group activity that examined **analytical framework** and **table of indicators** for the rapid assessment, prepared by the PLA Steering Group, prior to the Consultation was the main content block of the two days. This included discussions where additional information was supplemented to refine the framework on the following selected indicators: sustained water services; sustained sanitation services; demand-responsive water and sanitation services; participation quality; participation and capacity

building processes; enabling institutions and enabling sector policies. Attached (Annex-4) is the current draft of the indicators generated at the meeting.

Preparation of **Action Plans** for participatory rapid assessments by teams including the representatives of the four projects joining the PLA from South Asia was an interesting wrap up activity. The Action Plans included specific objectives, tools to be used, composition of research teams, timing of the assessment and costs. The commonalities in the output in terms of skill mix and time required, costs etc. as well as the general enthusiasm was an encouraging validation for the PLA initiative.

III. Outcomes and Reflections

Overall, the Consultation was very productive and achieved its objective of bringing in various stakeholders from South Asia on board and opened the doors for future collaboration. It was also able to bring out the key indicators that could be further refined. The presence of participants from other regions was very useful in giving the global perspective to the initiative.

The Consultation concluded with a reiteration of the need

- for emphasis on gender issues and poverty focus in design of water supply and sanitation investments in rural and urban areas and the need to shift from a *targets* to *sustained services* approach.
- for profound changes in institutional arrangements and adopting a systematic learning attitude and approach among partners to increasingly design and implement participatory, demand-responsive, gender and poverty-sensitive projects
- for enhanced and *pro-active* interaction among sector agencies/players

-What we Achieved?

- The exercise was informed by the expertise of participants representing a range of institutions.
- A consensus was achieved with regard to the **methodological and analytical framework** with the need to refine indicators.
- Agreements to conduct rapid assessments were reached with partners in South Asia.

-Where we could not progress?

- Not much could be achieved on the indicators for examining the institutional aspect and service agency responses.
- While the Steering Group was optimistic, some participants cautioned them about the short time frame of the assessments and showed a genuine concern about the achievement of methodological rigor in the process.

-How we propose to respond to these concerns?

- A strong peer review process has been established with a panel of experts from academic institutions and sector practitioners, which will lead to the refinement of a methodology guideline in the field by May 1998, prior to starting the assessments.
- By establishing stronger links with the similar action research initiatives within the World Bank as well as in other partner organizations.

IV. NEXT STEPS AND OUTPUTS

- May end 1998: Methodology Guide for the rapid assessments prepared by the Steering Group. The document will be shared with participants of the Regional Consultation to elicit a feedback.
- June-July 1998: Rapid Assessments will be initiated with the preparation of detailed and specific plans in a phased manner. Attached is a tentative list of projects (Annex-5)
- December 1998: Synthesis of lessons and meetings to share findings in the regions
- Jan-Feb. 1999: Action Plans and resources for five year activities to address issues emerging out of the assessments globally

**South Asia Consultation on Participation, Gender & Demand Responsiveness
Making the Links with Impact & Sustainability of Water Supply & Sanitation Investments
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Annex I

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Annex2

Situation Analysis

WHERE ARE WE WITH RESPECT TO GENDER PLUS PARTICIPATION ISSUES IN WATER & SANITATION IN SOUTH ASIA?	WHERE DO WE WANT TO BE FIVE YEARS FROM NOW?	WHAT IS KEEPING US FROM GETTING THERE?
<p>Vision Crises</p> <ul style="list-style-type: none"> • Overall lack of vision in WSS • In large scale Water Sanitation Programs still largely rhetoric • “Voiceless” User • The Dawn is on • Experimental stages • Institutionalized social expectations prevent gender sensitivity • Lack of internalization and appreciation • Central Institutionalization • Gap between concept and practice • Mobility of women should be there • Unequal availability of water resources • Capacity Building of community based institutions recognition started • Traditionally the women were responsible for Water and Sanitation 	<p>Gender Equality</p> <ul style="list-style-type: none"> • Relaxed Stereotype role models • No discrimination on Gender basis; Gender equality promoted • Overcome socio-cultural and economic variations resulting in Gender bias • Men share women’s work • More men and women made gender-sensitive • Increased internalization of gender issues • Encourage women to organise themselves • Educate and train women • Recognition of Gender roles at all levels 	<ul style="list-style-type: none"> • Capacity building at all levels • Lack of adequate preparatory period for community & stakeholder prior to implementation • Capacity building and process orientation at all levels • Capacity building of community groups – limited • Institutional skill mix inappropriate – no g+p expertise at right levels • Lack of sharing of knowledge • No role for traditional wisdom • People’s ownership and community management missing • Succeed in our expectations if communities feel happy about their participation • Need for training for mainstreaming gender concerns and ensuring participation

WHERE ARE WE WITH RESPECT TO GENDER PLUS PARTICIPATION ISSUES IN WATER & SANITATION IN SOUTH ASIA?	WHERE DO WE WANT TO BE FIVE YEARS FROM NOW?	WHAT IS KEEPING US FROM GETTING THERE?
<p>issues</p> <ul style="list-style-type: none"> • Women trusted but lacked education to handle finance • Women need more education on HS & HE • Growing awareness among NGOs, GOs, Donors and communities about PNG • We know what it is, and how to do it – yet nothing happens • Catalyst for other development initiatives. “Happening on its own – not planned 		<ul style="list-style-type: none"> • Regular Gender Sensitization Sessions from Grassroot to State Level • Information Sharing • Transparency
<p>Less Focus on Sanitation</p> <ul style="list-style-type: none"> • Sanitation facilities do not meet demands of people; hence not used • Sanitation still requires salesmanship • Participation successful and relatively advanced in rural Water/Sanitation program in Nepal • Diverse actors (Peripheral) more process than product oriented • Recognition and reward system not responsive 	<p>Changed Vision</p> <ul style="list-style-type: none"> • Clearly articulated vision to surf on • Every body’s need plus not anybody’s greed • A “Basic Service” of State • Balanced roles, responsibilities of and access to facilities by gender, caste, economy etc. • Distinctly people’s programme in which we participate 	<p>Attitude & Values</p> <ul style="list-style-type: none"> • Role stereotyping, Is this taken as externally imposed • Gender and participation – more rhetoric • The concept of work and value attached to (Cash, Self esteem) • Too narrow concept of sanitation approach • “Mysticise” Water Supply • Social expectations towards gender roles to be influenced from stereo typed into more flexible and relaxed ones

WHERE ARE WE WITH RESPECT TO GENDER PLUS PARTICIPATION ISSUES IN WATER & SANITATION IN SOUTH ASIA?	WHERE DO WE WANT TO BE FIVE YEARS FROM NOW?	WHAT IS KEEPING US FROM GETTING THERE?
<p>Planning Problems</p> <ul style="list-style-type: none"> • Lack of supportive linkages among formal institutions • “Blind” implementer • “Funder” Driven • Not self-motivated & hence not sustained • Gap in service agency responses (middle range technicians and bureaucrats) • “Engineer” dominant • Need for a preparatory period prior to implementation • Pilot survey needed before taking programmes • Information to base demand upon..... • Lack of realisation about the significance of Participatory Approaches and Gender Sensitivity • Proper demand assessment is important • Diverse actors (peripheral) ; more process than product oriented • Recognition and reward system not responsive 	<p>Self Sustain</p> <ul style="list-style-type: none"> • Sustainable delivery systems <ul style="list-style-type: none"> ✓ System sustainability ✓ Financial sustainability ✓ Managerial sustainability • Alternative delivery system based on community participation, payment of user charges and SUSTAINABLE • Self sustaining mechanisms in place • Improved management of funds for Rural Water Supply • Multiple way of payment to be permitted 	<p>Policy Issues</p> <ul style="list-style-type: none"> • Concept of State’s “Duties” • Education not training needed • Mixed up priorities • Change-resistant policy leading to non participation • RWS should become part of IRDP • Lack of Resources and maldistribution • Local Administration should have adequate authority

WHERE ARE WE WITH RESPECT TO GENDER PLUS PARTICIPATION ISSUES IN WATER & SANITATION IN SOUTH ASIA?	WHERE DO WE WANT TO BE FIVE YEARS FROM NOW?	WHAT IS KEEPING US FROM GETTING THERE?
<p>Gender Issue/Lack of decision making</p> <ul style="list-style-type: none"> • Women behind in initiating projects • Men make most of the decisions • Lack of gender equality • Women doing most of the physical works • Gender and Participation seen as separate issues • Socio-cultural variation leading to gender-participatory differences • Expertise in gender & participation present but not mainstreamed in implementation and education • Decision making “Recognised” • Physical presence of women does not ensure gender sensitivity 	<p>Mainstreaming</p> <ul style="list-style-type: none"> • Gender plus participation verifiably reflected in water and sanitation project plans/performance - indicators/objectives/strategies/budgets • Fuller participation of women and men in service delivery • Mainstreaming of Gender & Participatory approaches (i.e. Decentralized decision making) • Quality of Participation enhanced 	<p>Institutional reforms change</p> <ul style="list-style-type: none"> • Lack of Discussions with stakeholders at all levels • No Common ground for various agencies • Political and other levels commitment for development of alternate delivery system • Institutional change needed • Sector Institutions unwilling to change roles • Institutional Transformation – Flexibility vs Rigidity • Local administration have adequate authority • “Project” Driven • Involve the NGO fully to implement the Project • Emphasis on both process <u>and</u> products • Panchayats not working effectively
<p>Problems in Process</p> <ul style="list-style-type: none"> • After the intervention of Govt. people do not take responsibility • Understanding of the “Implementing” Agencies – Limited” • Externally driven do not care to internalize 	<p>Integrated hard and software</p> <ul style="list-style-type: none"> • Gender specific social component in all Water & Sanitation Engineering Programs in Rural and Poor Urban Areas • Inward looking organisational culture among sector agencies • Tools for ensuring participation developed and put into action 	<p>Lack of incentives</p> <ul style="list-style-type: none"> • Lack of institutional - policies/budgets/incentives/accountability for participation plus gender aspects. • Conviction of value incentives missing in engineering institutions • Responsive recognition and rewards system

WHERE ARE WE WITH RESPECT TO GENDER PLUS PARTICIPATION ISSUES IN WATER & SANITATION IN SOUTH ASIA?	WHERE DO WE WANT TO BE FIVE YEARS FROM NOW?	WHAT IS KEEPING US FROM GETTING THERE?
<ul style="list-style-type: none"> • Spectrum of activities very vast, from starters to highly evolved • Accessibility, maintenance and control are issues not supply – water • Process is important • Lack of common approach amongst ESAs 		<ul style="list-style-type: none"> • No clear incentives for supply agencies to change
<p>Gap between Policies & Action/Issues relating to policies</p> <ul style="list-style-type: none"> • Capacity building Local/Institutional/Policy level • Policy vs. People initiative • Gender awareness also on policy level; participation awareness only at field level 	<p>Integrating Sanitation and Health</p> <ul style="list-style-type: none"> • Sanitation projects based on raising and meeting demands of users in a broader perspective • Healthy environment in the village • Water borne disease free villages 	<p>Constraints for women</p> <ul style="list-style-type: none"> • Women not allowed to go for training by men • Limited time available for women • Lack of will among women to participate in Public Events • People are not involved in W&S projects in all respects • Views and contribution of weaker sections are not honored • Sanitation still requires salesmanship • Subsidy vs investment • Lack of time
	<p>Institutionalizing</p> <ul style="list-style-type: none"> • Panchayat – NGO Collaboration • Net working 	

WHERE ARE WE WITH RESPECT TO GENDER PLUS PARTICIPATION ISSUES IN WATER & SANITATION IN SOUTH ASIA?	WHERE DO WE WANT TO BE FIVE YEARS FROM NOW?	WHAT IS KEEPING US FROM GETTING THERE?
	<p>Local Management</p> <ul style="list-style-type: none"> • Locally managed Vs services for all effectively run by women and men Panchayat (Local Government Members) • People managed W&S system in the village • Empowered communities able to plan/implement/manage WS&S systems • Community managed drinking water supply with tap in every home 	

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Annex3

Participatory Tools

Seasonal Calendar	Social Mapping	Daily activity Calendar	VENN Diagram	Ladders	Trend Analysis
<ul style="list-style-type: none"> • Seasonal water availability from water facility – quantity • Community contribution in terms of time/money • Use of sanitation facilities 	<ul style="list-style-type: none"> • Differential access to facilities like who is using/who is paying • Overlaps – water plus sanitation facilities working/not working • Who are the ones – Gender <ul style="list-style-type: none"> • Taking care of facilities • Paid/unpaid • Location of Sanitation facilities • Distance between water sources and latrines • Environmental aspects • Before/after comparisons 	<ul style="list-style-type: none"> • Time use pattern – Difference by gender • Activity pattern – Difference by gender • Roles plus responsibility- Difference by gender • Benefits with reference to above • Before/after situation for all above 	<ul style="list-style-type: none"> • Comparison of relationships between/among agencies • Prioritization of values for demand assessment • Identification of opinion leaders 	<ul style="list-style-type: none"> • Changes in perception; e.g. self confidence • Attitudes • Concerns • Satisfaction 	<ul style="list-style-type: none"> • Impact on QOL (Quality of Life)

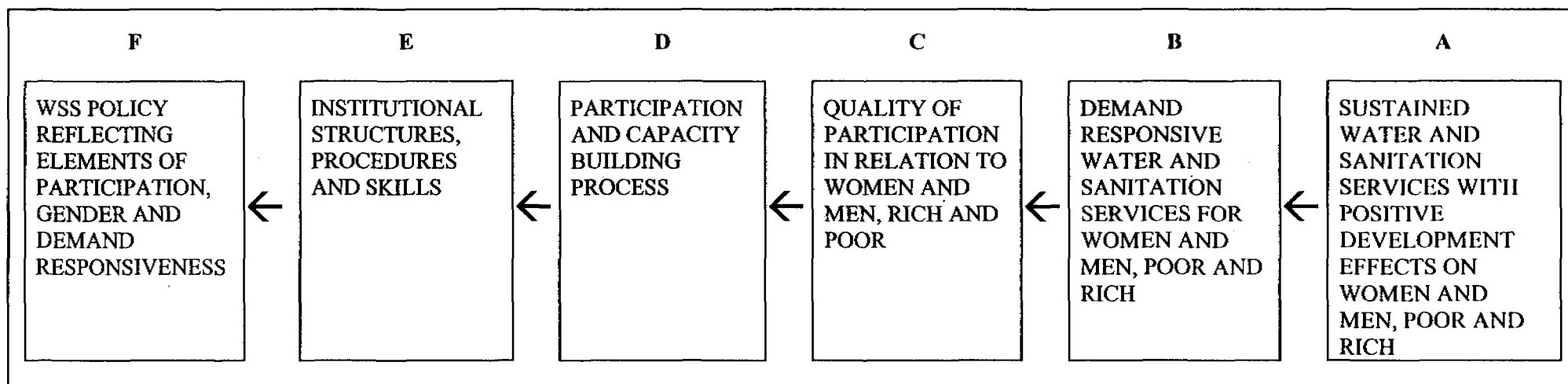
Seasonal Calendar	Social Mapping	Daily activity Calendar	VENN Diagram	Ladders	Trend Analysis
	<ul style="list-style-type: none"> • Overlaps with health 				
Healthy Home Survey	Transact Walk	Village Dialogues Level	Story with a Gap	Hundred stones	
<ul style="list-style-type: none"> • Assessing impact of an intervention • People are asked the attributes of a healthy home • Health awareness • Hygiene awareness • Environmental awareness • Before/after comparison of hygiene/sanitation practices 	<ul style="list-style-type: none"> • Getting a cross-sectional view of an issue in a community e.g. • Location of facilities • People's opinions/knowledge/awareness of rules • Environmental risks assessment 	<ul style="list-style-type: none"> • For feasibility of M&E • Dialogues that are systematic, scheduled with villagers who need to be involved in a direct way are analyzed • Important village members are involved 	<ul style="list-style-type: none"> • What caused the changes from before – after situation 	<ul style="list-style-type: none"> • Villagers give source of income with hundred stones/seeds. • Use with containers used for water • Can help in wealth classification (Approx. percentage compositions) 	

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Annex4

Indicators

Table: Participatory Framework for Rapid Assessment



INDICATORS AND RELATED QUESTIONS	SOURCE OF INFORMATION	METHOD
Group Working - 18 Feb 1998		
A2. Sustained Sanitation Services		
Functioning System		
<ul style="list-style-type: none"> • Design/Construction quality <ul style="list-style-type: none"> * Presence/absence of technical faults • Hygienic use of facilities <ul style="list-style-type: none"> * at source * at home • Quantity adequate : <ul style="list-style-type: none"> * demand for water * changed overtime • Quality : Pollution risks from source to home • Access - distribution who is getting what quality of service 	<p>Documents :</p> <ul style="list-style-type: none"> • Maintenance records kept by community • Existing evaluations 	<ul style="list-style-type: none"> • Participatory observations jointly with policy makers • Key informant interviews
Cost covering Financing		
<ul style="list-style-type: none"> • Provision for system replacement • Income and expenditures should at-least balance each other 		
Effective Management		
<ul style="list-style-type: none"> • Wastage prevented? • Illegal tapping detected and stopped? 		
B1. Demand Responsive Water Service		
Whose demand?		

INDICATORS AND RELATED QUESTIONS	SOURCE OF INFORMATION	METHOD
Group Working - 18 Feb 1998		
<ul style="list-style-type: none"> • Whose service level preference is being met in terms of : <ul style="list-style-type: none"> * convenience (number plus location) * degree of sharing * ancillary facilities • What are the uses for the water from the facility? • Changes in use? 	<ul style="list-style-type: none"> • Partners (Intermediaries) 	
Underlying Values		
<ul style="list-style-type: none"> • Discussed : effects rather than benefits • Value attached : <ul style="list-style-type: none"> * economic benefits? * social benefits? * health benefits? * time saved? * Effort saved? * Any other? 		
C. PARTICIPATORY QUALITY		
Economic Participation		
<ul style="list-style-type: none"> • Who gets paid how much, for what (=pay plus men and women) • How was the VWSC formed? • Composition of VWSC 		
Managerial Participation		

INDICATORS AND RELATED QUESTIONS	SOURCE OF INFORMATION	METHOD
Group Working - 18 Feb 1998		
<ul style="list-style-type: none"> • Community members knowledge of who does what - roles, responsibilities • Community members knowledge of rules plus sanctions • Transparency - VWSC's ways of sharing financial information with users 		<ul style="list-style-type: none"> • Records of meetings proceedings : who attends • Regularity of meetings • Follow-up/tracing
Effective Management		
<ul style="list-style-type: none"> • Decision making and control pattern in committees - (women/men/poor/rich) • Rules and sanctions : <ul style="list-style-type: none"> * how decided? * how applied? • Networking with institutions for technical support/monitoring performance of system • Community opinion of functioning of VWSC 		<ul style="list-style-type: none"> • Meetings/correspondence with external agencies • Records of follow-up action

INDICATORS AND RELATED QUESTIONS	SOURCE OF INFORMATION	METHOD
18 February 1998 - Group Working		
C. PARTICIPATION		
<ul style="list-style-type: none"> • What are the various kinds of Economic Contributions (W&S) 	<ul style="list-style-type: none"> • Users (Old and Young) 	<ul style="list-style-type: none"> • Participatory Observations
Effective Management		
<ul style="list-style-type: none"> • Frequency of Repair Needs (WS&S, Drainage, solid waste management at Household & Community levels) • Labour, cash, materials, time, commitment to Operations & maintenance, management 	<ul style="list-style-type: none"> • Review Reports of Funding Agencies 	<ul style="list-style-type: none"> • Organograms • Semi-structured interviews • Observation interviews • Mapping/Transect walk
Managerial Participation		
<ul style="list-style-type: none"> • Is the quality right? • Pattern of Linkages (Community & Institutional Authority) 		<ul style="list-style-type: none"> • Chapati Diagrams/Observation
Effect of Services		
<ul style="list-style-type: none"> • Assess also institutional level (agencies) who implemented it. E.g. <ul style="list-style-type: none"> * all solid waste dumped in area of poor * drainage - waterlogging and sullage * drudgery for women to clear toilets 		<ul style="list-style-type: none"> • Transect walk, mapping
Economic Participation		
<ul style="list-style-type: none"> • What are various kinds of economic contributions (W&S) 		<ul style="list-style-type: none"> • Users (Old and Young) • Participatory Observation
A2. Sustained Sanitation Services		

INDICATORS AND RELATED QUESTIONS	SOURCE OF INFORMATION	METHOD
18 February 1998 - Group Working		
Functioning System		
<ul style="list-style-type: none"> • Social Reasons for use of facilities • More attention to Drainage & Environmental Sanitation 	<ul style="list-style-type: none"> • Attitude towards Hygiene • Masons and Committee Members • Local Health Specialists 	<ul style="list-style-type: none"> • Cultural Sensitivity in Mapping • Kind of Mapping Exercise • Focus Group Discussions • Open (Semi-structured interviews) • Baseline, periodic, enquiry (Random sampling)
Effective Management & Capacity		
<ul style="list-style-type: none"> • Such as Panchayats and Sanitation Groups • Capacity Building at Institutional Level • Maintenance - Nature of Institutions 		
Cost Covering & Financing		
<ul style="list-style-type: none"> • Has willingness and ability to pay been assessed? 	<ul style="list-style-type: none"> • Panchayats as source of information 	<ul style="list-style-type: none"> • Assessing records (who paid how much & to whom) • Interview, FGD, Participatory evaluation
B2. DEMAND RESPONSIVE SANITATION		
Whose Demand?		
<ul style="list-style-type: none"> • Case Studies (for in-depth information) • Participatory Evaluation • Value attached by agencies such as Panchayats, Schools, Hospitals 	<ul style="list-style-type: none"> • Poor/rich households • Community • Involvement during/for <ul style="list-style-type: none"> * Planning * Implementation * Maintenance * Site Selection 	

INDICATORS AND RELATED QUESTIONS	SOURCE OF INFORMATION	METHOD
18 February 1998 - Group Working		
	<ul style="list-style-type: none"> * Service Level * Techno. option * O&M • Level of Involvement with respect to decision making • Genesis/emergence of demand • Level of overall development 	
Underlying Values		
D. Gender & poverty sensitive participation verifiably reflected in :		
<ul style="list-style-type: none"> • Case Studies (Potential Conflicts) 		Case Study

INDICATORS AND RELATED QUESTIONS	SOURCE OF INFORMATION	METHOD
Group Working - 18 Feb 1998		
D. PARTICIPATION AND CAPACITY BUILDING PROCESS		
Information in Pre-construction		
<ul style="list-style-type: none"> • How is information shared subsequently? 		
Extent of Informed Choices		
<ul style="list-style-type: none"> • Sustainability of Source • Separate Tech. Design and financial management 		
Decision Making		
<ul style="list-style-type: none"> • Sensitivity to disputes/conflicts <ul style="list-style-type: none"> * Sensitivity towards marginalised Groups and their involvement 	Records	
Community Monitoring & Control		
<ul style="list-style-type: none"> • Who does community monitoring and control • Time gap between social and physical implementation 		
Capacity Building		
<ul style="list-style-type: none"> • Legislations Procedures • Rules & Regulations • Division of responsibilities 		
Process Establishment in Service Management		

INDICATORS AND RELATED QUESTIONS	SOURCE OF INFORMATION	METHOD
Group Working - 18 Feb 1998		
<ul style="list-style-type: none"> • Legality of Users Committees and Groups • Non-institutional back-up (e.g. youth clubs etc) • Add Management services to financing 		
E. SECTOR AGENCIES HAVE DEMAND RESPONSIVENESS		
<ul style="list-style-type: none"> • Networking : Direction and content 		<ul style="list-style-type: none"> • Workshops for Agency staff <ul style="list-style-type: none"> * Example : Payments, Meeting times, consultations, procedures

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Annex5

List of Projects for Rapid Assessment

EAST ASIA & PACIFIC	SOUTH ASIA
<ul style="list-style-type: none"> • UNICEF Water & Environmental Sanitation Programme in Indonesia Assessment begins April 1998. 20 communities will be covered in two provinces: West Java and South Sulawesi • CARE RWSS projects in Kalimantan or AusAID projects in Lombok, Indonesia • Central Visayas Water Supply Projects of AusAID, Phillipines 	<ul style="list-style-type: none"> • Rural Water Supply & Sanitation Project (ADB supported), Nepal • Community Water Supply & Sanitation Project (World Bank Supported), Sri Lanka • Integrated Rural Water Supply & Environmental Sanitation Project (World Bank Supported), Karnataka, India • Kerala Integrated Water & Sanitation Project (Dutch Assisted), India • IDA supported RWSS project in AJK, Pakistan (Tentative)
EAST & SOUTHERN AFRICA	
<ul style="list-style-type: none"> • Kenya, Malawi, Tanzania, Lesotho (Projects to be determined) 	
WEST & CENTRAL AFRICA	LATIN AMERICA
<ul style="list-style-type: none"> • Upper Regional Water & Sanitation Project (CIDA assisted), Ghana • Rural Water Supply Program (Sata-Helvetas), Cameroon • Rural Water Supply Programme in four provinces (CARE International), Cameroon 	<ul style="list-style-type: none"> • Guatemala, Bolivia, Mexico, Columbia • Andean Countries (Projects to be determined)