



Women Managed Community Toilets– Sustained Service, Combating COVID-19

S. Priscilla, K. Wankhade , Amala Celine Rani, Rajeswari

FSM6

Background



The Trichy city administration has built more than **300** Community Toilets (CTs), catering to more than **one lakh users** per day



In 1999, volunteers were organised into **Sanitation, Hygiene & Education (SHE)** teams to maintain CTs in a few locations



Since then, a federation of SHE teams (**WAVE Federation**) has been functional

Building on these strengths, from 2018, Citywide Inclusive Sanitation (CWIS) Programme is enabling:

- Operational improvements, institutional strengthening and financial sustainability of SHE teams
- WAVE Federation to mentor individual SHE teams and orient them to provide mutual support

Model for Sustainable O&M of CTs



Financial

- Add-on income generation
- Cross-subsidisation through federation model

- Mobilising, capacity building and federating community members
- Conducting social audits

Institutional



Social

- Employ specially-abled & marginalised community members
- Implement user feedback mechanisms

FSM6

Role of SHE teams

- Operation and maintenance of community toilets
- Ensuring cleanliness and safety at CTs
- Ensuring proper functioning of infrastructure & adequate service: adequate access to water, lockable doors, proper roofs, adequate lighting and ventilation, non-slippery floors, hand-wash facilities, proper signages, storage space, child-friendly and gender sensitive toilets
- Financial management and book-keeping
- Reporting activities to WAVE and TCC
- Conducting periodic meetings and self-assessments
- Providing support to other SHE teams
- Creating buy-in among residents and ensuring community ownership



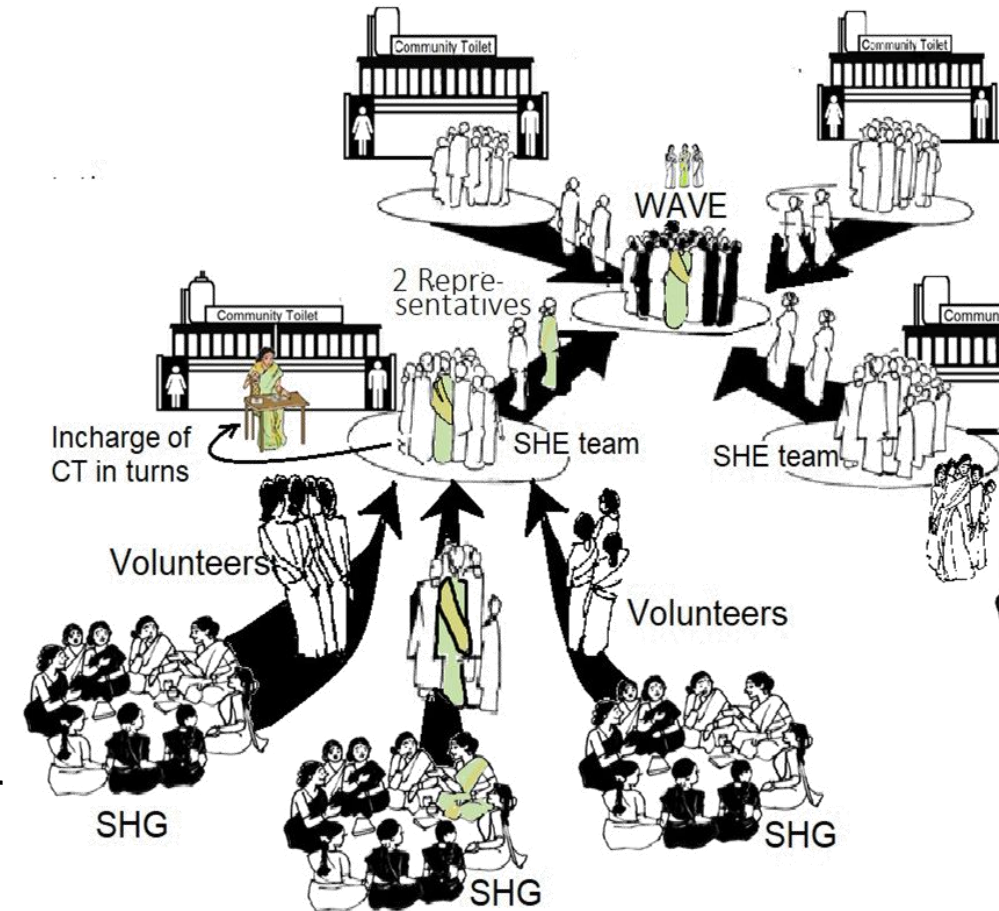
Role of WAVE Federation

One-time activities:

- Establishing SHE teams by identifying volunteers from SHGs
- Sensitising community members
- Training SHE teams to oversee day-to-day management of toilets
- Providing basic financial support to run the toilets for the first month

Recurring activities:

- Regular monitoring and review of the functioning of toilets
- Support for electrical and plumbing works
- Liaising with city officials on major repair
- Collection of contribution & cross subsidisation as required for meeting maintenance costs
- Providing interest-free loans
- Conflict resolution between SHE teams, communities and other stakeholders.



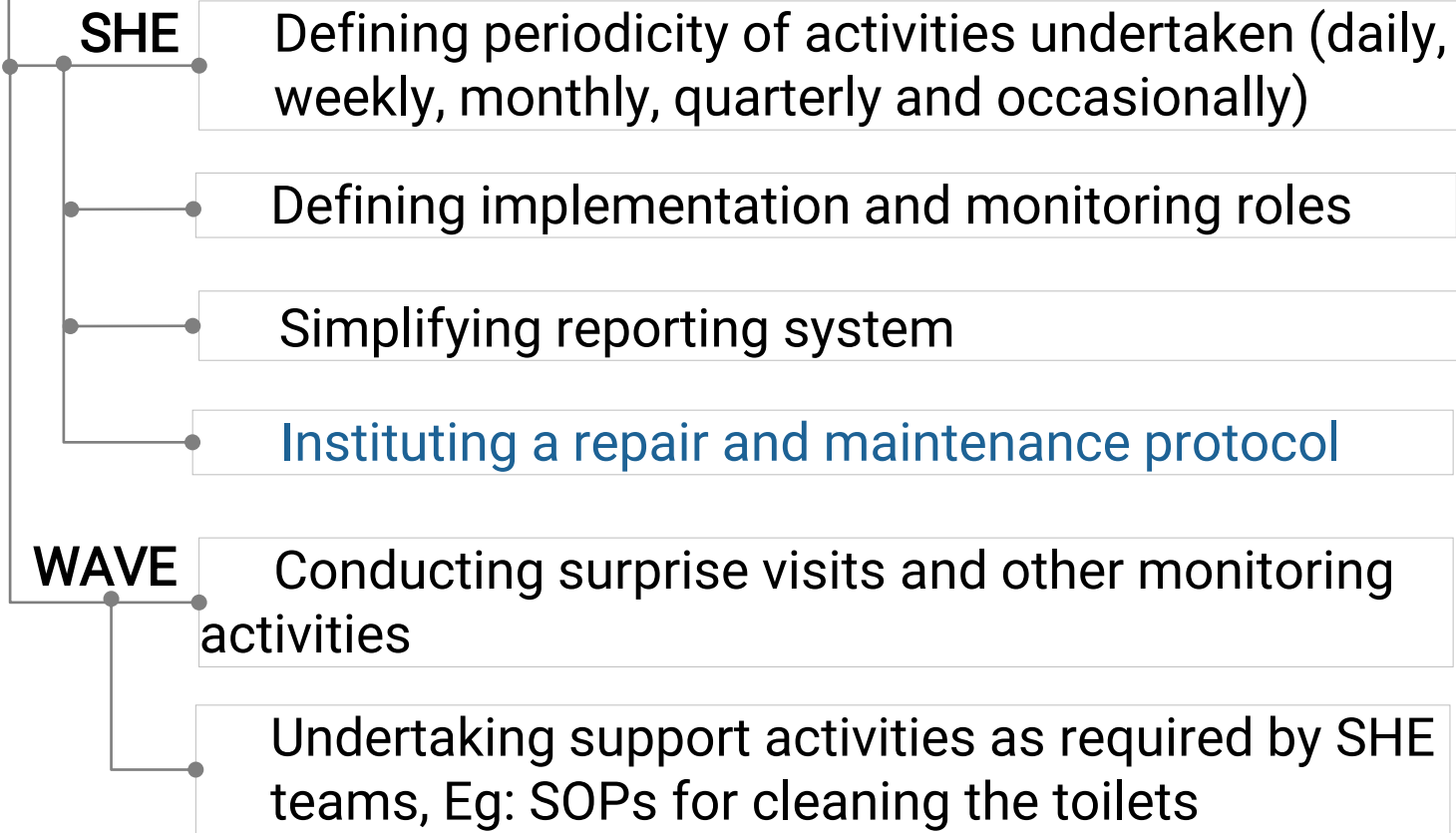
Operational Improvements



Planned



Standardising operational processes by:



A Community toilet managed by the SHE team , Trichy

FSM6 Enabling Accountability



Planned



Implementation of monitoring systems managed by different stakeholders, to ensure quality of service delivery:

SHE

Display board (daily)

Self assessment score card (Monthly)

TCC

Electronic client feedback

WAVE

Monthly zonal level review

Surprise visits

NGO

Visit by local NGO partner



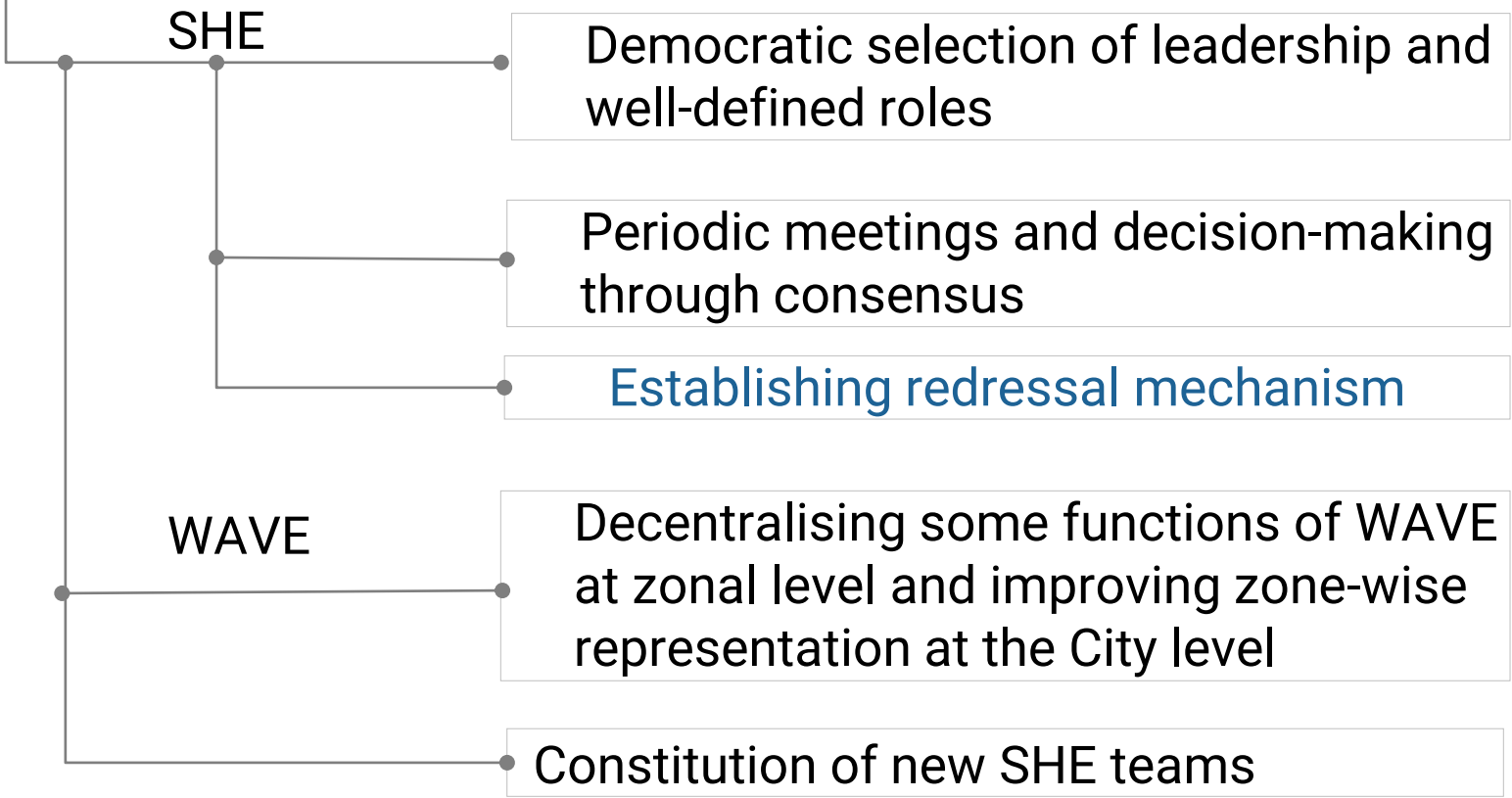
தேதி	சுத்தமாக உள்ளது		இருப்பு உள்ளது		வேலை செய்கிறது	
	கழிப்பறை	தரை	தண்ணீர்	சோப்பு	தொட்டி	விளக்கு
காலை 5 மணி						
காலை 8 மணி						
பிற்பகல் 12 மணி						
மாலை 4 மணி						
இரவு 8 மணி						

Display board at CTs

Institutional Strengthening



Strengthening WAVE Federation and SHE teams through:



SHE teams in action

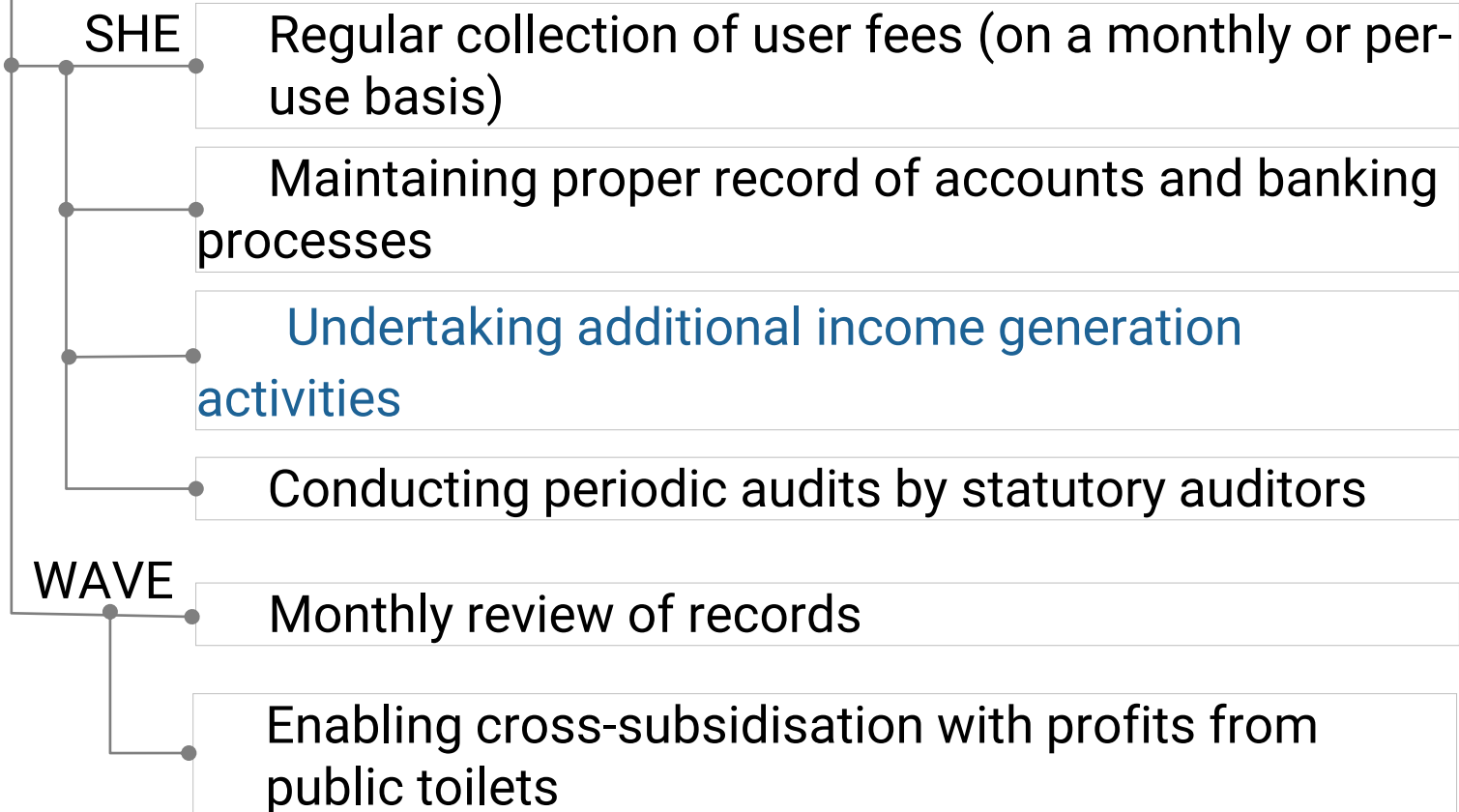
Ensuring Financial Sustainability



Planned



Streamlining financial processes by:



SHE teams in action

Capacity Building



Planned



Training SHE teams on:

Institutional strengthening and monitoring

Record-keeping and reporting

Customised accounts book

SHE teams' minutes book

Stock book

Token record

Community toilet operations and maintenance

Leadership and team building



Trainings for SHE team members

COVID-19 and SHE Teams

During the lockdown, through SHE teams:

- CTs were kept functional
- Safety measures were enforced
- Facilitated a better understanding of the local situation along with appropriate actions Eg: user fee was waived
- Local residents as volunteers for managing CTS were mobilised
- Effective and timely communication around safety protocols for usage of CTs with wider community members was enabled



FSM6 Impact

Trichy is a model for:

- Maintaining CTs clean and safe by empowering local communities
- Cross-subsidising and capping user fee within affordable rates
- Creating direct employment for more than 400 BPL women
- Breaking social taboos that restrict toilet-cleaning activities to cleaners from marginalised castes
- Women empowerment owing to wider exposure, periodic meetings/trainings and scope for interacting with officials
- Demonstrating the power of federating in conflict resolution, periodic monitoring and mobilising mutual support among the teams
- Attracting corporate social responsibility funds towards infrastructure improvements through federated community-based teams

SHG women keep community toilets in slums operational

Deepak Karthik
@timesgroup.com

Trichy: Self-help group (SHG) women are rising up to the occasion and operating community toilets in the city despite the fear of Covid-19 spread.

The city has around 430 community toilets, a majority of them maintained by the She (Sanitation and Hygiene Education) teams comprising SHG women. By collecting a minimal user fee, the SHG women were maintaining the toilets. Located in the slums that do not have access to safe toilets, the community toilets despite being a paid one received the support of locals.

Initially there was worry over the covid-19 spread and possible impact in the functioning of community toilets post the lockdown. City Wide Inclusive Sanitation (CWIS) project for which Trichy was selected



FOR PUBLIC GOOD: A community toilet at Viragupettai in Trichy

as one of the four towns/cities in the country had provided the safety gears, disinfectants and sanitisers to the women maintaining 120 community toilets here. "We pitched in and provided the required safety gears. We instilled confidence in the SHG workers through sensitization drives," Niladri Chakraborty team lead, CWIS Trichy said. SHG women upon being provided with the safety gears

displayed the courage to maintain the community toilets.

Maintaining social distancing and insisting the people to sanitize hands before and after using the toilets, the SHE teams continue to maintain the toilets everyday. "People are obeying our instructions. We will continue to use hand gloves and face mask," Selva Mary, an SHG member from Krishnamoorthy Nagar said.





www.tnussp.co.in



@tnussp

