

Appendix O

I. GUIDELINES FOR SUPERVISING THE CONSTRUCTION

- 1) Water supply, sanitary and electricity fixtures and other materials used should be of the quality specified in the design or of relevant standard specifications.
- 2) Prescribed specifications and drawings should be adhered to. The work should be neat and workmanship should be good.
- 3) If the work done departmentally or through labour contract, quantities of various materials used should be as per the specified requirements.
- 4) Cement should be used in specified proportion in the concrete, brick work and plaster.
- 5) RCC work has been provided with specified reinforcements. Pinning is to be carried out in such a manner that there are no voids.
- 6) Flooring and the dado have been laid as per the specifications, rubbed and polished well.
- 7) Flooring should have a slight slope towards the squatting pan in the case of latrine cubicle. In the case of other areas the slope should be towards the drainage points.
- 8) Curing of all cement works should be done as per the specifications.
- 9) Door frames for hanging the doors should be fixed firmly and the doors should be provided with bolting arrangement, inside and outside.
- 10) Tube well should be bored upto the required depth.
- 11) Water reservoirs should be water tight.
- 12) There should not be leakage in the water pipe lines and drainage pipes.
- 13)
 - i) Squatting pans and traps installed should be of designs specified for a pour flush toilet and these should be fixed properly so as to provide 20 mm water-seal.
 - ii) In case the community toilet block is connected to the city sewer, master trap should be provided before the connection of the sewer.
- 14) Foot-rests should be fixed at the proper place and at an angle to make them slightly away from the squatting pan in the front.
- 15) Invert of the outlet pipe in the septic tank should be 50 mm below the invert of the inlet pipe.
- 16) Ventilating pipes of at least 100 mm diameter should be provided in each septic tank.
- 17) For commissioning, the septic tank should be filled with water upto outlet level and

seeded with a small quantity of sludge from some other septic tank in operation or digested cow dung.

- 18) If the community toilet block has been provided with septic tanks, only the toilets and urinals connected to the tank. Other wastewater should be disposed of separately.
- 19) Proper gradient should be provided in sewers and the drains. Inside surface of the drains should be made smooth.
- 20) Manholes and drains for carrying sewage should be well covered to prevent emission of foul odour.
- 21) Adequate electric light points should be provided inside and outside the community toilet.
- 22) All surplus materials should be removed and the site cleared and dressed.

II. GUIDELINES FOR LOOKING AFTER OPERATION AND MAINTENANCE BY SUPERVISOR

Name of Community Toilet Block _____

Name of the Supervisor _____

Date of visit _____

Time of visit _____

Daily Check Points	Yes	No
Is everyone on duty at the time of the visit?	<input type="checkbox"/>	<input type="checkbox"/>
Have the instructions given earlier been complied with?	<input type="checkbox"/>	<input type="checkbox"/>
Have the deficiencies noticed in the earliest visit been removed? Are the latrine seats, urinals, wash hand basins, tiles, mosaic dado, floors, etc. clean?	<input type="checkbox"/>	<input type="checkbox"/>
Are they not becoming yellow or getting coated?	<input type="checkbox"/>	<input type="checkbox"/>
Have all the doors proper bolting arrangement?	<input type="checkbox"/>	<input type="checkbox"/>
Do the building and doors/windows etc. need any repairs?	<input type="checkbox"/>	<input type="checkbox"/>
Is there adequate quantity of water available during all the 24 hours?	<input type="checkbox"/>	<input type="checkbox"/>
Does the pumping plant functioning properly?	<input type="checkbox"/>	<input type="checkbox"/>
Is there any leakage of water or seepage at any place?	<input type="checkbox"/>	<input type="checkbox"/>
Is there any chokeage or obstruction in the flow of excreta or waste water?	<input type="checkbox"/>	<input type="checkbox"/>
Are the septic tanks or soakage pits were over flowing?	<input type="checkbox"/>	<input type="checkbox"/>
Are all light points in working order?	<input type="checkbox"/>	<input type="checkbox"/>
Do the electric wiring, boards, switches, etc. need any repairs?	<input type="checkbox"/>	<input type="checkbox"/>
Have soap powder and cleaning materials available at the community toilet block?	<input type="checkbox"/>	<input type="checkbox"/>
Has soap powder being given to users for washing their hands?	<input type="checkbox"/>	<input type="checkbox"/>
Is the community toilet block clean (both inside and outside)?	<input type="checkbox"/>	<input type="checkbox"/>

Are there any cob-webs in the community toilet block?	<input type="checkbox"/>	<input type="checkbox"/>
Are there any scribbling on the walls, doors. etc.?	<input type="checkbox"/>	<input type="checkbox"/>
Is there any foul smell at any place?	<input type="checkbox"/>	<input type="checkbox"/>
Has the plantation done in the premises of the community toilet block being looked after well?	<input type="checkbox"/>	<input type="checkbox"/>
Has the box with locking arrangement for collecting the user charges been available and placed at the appropriate place?	<input type="checkbox"/>	<input type="checkbox"/>
Is the daily income from user-charges was as per target?	<input type="checkbox"/>	<input type="checkbox"/>
If not, give reasons for shortfall?	<hr/>	
Have the complaint and suggestion book and complaint box been available at the community toilet block?	<input type="checkbox"/>	<input type="checkbox"/>
Have the complaints and suggestions recorded in them been attended to?	<input type="checkbox"/>	<input type="checkbox"/>

Monthly Check Points

1. Does the community toilet block need white/colour washing and painting?	<input type="checkbox"/>	<input type="checkbox"/>
2a. Have the sign boards and boards displaying use-instructions been fixed at the appropriate places properly?	<input type="checkbox"/>	<input type="checkbox"/>
2b. Do they need re-painting	<input type="checkbox"/>	<input type="checkbox"/>

III. GUIDELINES FOR USERS OF THE COMMUNITY TOILET

1. Stand in queue if other users are waiting
2. Ask the attendant to clean the toilet before use, if it is not clean.
3. Sit in such a position for defecation, that the human waste falls, as far as possible inside the squatting pan and does not foul the sides.
4. Fill the mug provided in the latrine with water for ablution and flushing.
5. Before use, pour a little quantity of water to wet the pan so that excreta slide smoothly into the pit.
6. Use water or toilet paper for anal cleansing. Do not use any other material like stone, mud, thick paper, grass etc. for anal cleansing.
7. Pour water from the mug to flush the excreta after use.
8. Wash hands, using soap powder after defecation at the assigned place.
9. Do not throw lighted cigarette butts in the pan.
10. Take bath quickly, if others are waiting.
11. Do not wash clothes in the bathroom. Use the washing area.
12. Do not make any scribbling on the walls or doors of latrine.
13. If you have any complaints or suggestions, enter them in the complaint register available with the caretaker or drop them in the complaint box.

IV. GUIDELINES FOR LOCAL BODY TO CHECK OPERATION & MAINTENANCE

1. Is the toilet block being operated and maintained well? Have water and electricity been available?
2. Are users satisfied with the service?
3.
 - (i) Are all the intended users availing the facility? If they are not, which section of the community is not using and why?
 - (ii) Do health and sanitation education Programmes need to be stepped up to motivate those who are not using the facility?
 - (iii) If 'per person per use' payment system is a deterrent, are the users willing to pay on a monthly basis for the facility?
 - (iv) Any suggestions for use of the facility by all the targeted users?
4. If the toilet block is not functioning due to any reason like chokage of sewer, non-availability of water supply etc., have the deficiencies been removed expeditiously?
 5.
 - (i) Is round the clock attendant service (where applicable) ensured?
 - (ii) Is the staff posted adequate?
6. Has the complaint book been available at the toilet block? Are there any complaints about the operation and maintenance of the toilet block and whether these are being attended to quickly?
7. Are there any problems or constraints? Are there any suggestions to resolve them or for improving the functioning of community toilet block?

Appendix P

Feasibility Matrix

Feasibility Factor	Maximum Feasibility Evaluation Score (FES)	Check List	Various Scenarios	Proposed Action
Availability of Land	5	<ul style="list-style-type: none"> ✓ Ownership of the space or area identified ✓ Land free from all encumbrances ✓ Adequacy-of-area criterion – adequacy of space for the construction of a community toilet complex (CTC) comprising the number of toilet seats determined on the basis of demand-and-need analysis ✓ Farthest-distance criterion – the distance between the farthest dwelling unit in the area covered by proposed CTC does not exceed 500 metres 	<ul style="list-style-type: none"> ▪ Land belongs to the project implementation agency (PIA); ▪ Land is free from all encumbrances ▪ The two criteria of adequacy-of-area, and farthest-distance are satisfied 	<ul style="list-style-type: none"> ▪ Allot 5 points to the FES ▪ Proceed to evaluate the next feasibility factor
			<ul style="list-style-type: none"> ▪ Land belongs to the project implementation agency (PIA); ▪ Land is not free from all encumbrances ▪ Under a legal dispute ▪ Occupied by illegal squatters ▪ Partially or fully occupied by dwelling units ▪ The two criteria of adequacy-of-area, and farthest-distance are satisfied 	<ul style="list-style-type: none"> ▪ If land under legal dispute, then identify alternative space, and/or evaluate the feasibility of individual household latrines (IHLs); allot 0 points to the FES ▪ If land occupied by illegal squatters, then clear land under the existing legal/institutional framework; allot 2.5 points to the FES; proceed to evaluate the next feasibility factor ▪ If land is partially or wholly occupied by dwelling units, then initiate processes under the existing legal/institutional framework to prepare rehabilitation and resettlement (R&R) plan, calculate the costs involved and estimate the time frame; allot 1.5 points to the FES; proceed to evaluate the next feasibility factor keeping in mind that the proposed project can only be initiated after taking possession of the land after completion of the R&R processes
			<ul style="list-style-type: none"> ▪ Land is owned by a central/state government department/agency other than the PIA (e.g. Railways) ▪ Land is free from all encumbrances ▪ The two criteria of adequacy-of-area, and farthest-distance are satisfied 	<ul style="list-style-type: none"> ▪ Obtain no-objection certificate (NOC) from the concerned department/agency ▪ Allot 4 points to the FES ▪ Proceed to evaluate the next feasibility factor

Feasibility Factor	Maximum Feasibility Evaluation Score (FES)	Check List	Various Scenarios	Proposed Action
			<ul style="list-style-type: none"> Land is owned by a central/state government department/agency other than the project implementation agency (e.g. Railways) Land is not free from all encumbrances Under a legal dispute Occupied by illegal squatters Partially or fully occupied by dwelling units The two criteria of adequacy-of-area, and farthest-distance are satisfied 	<ul style="list-style-type: none"> Obtain no-objection certificate (NOC) from the concerned department/agency If land under legal dispute, then identify alternative space, and/or evaluate the feasibility of individual household latrines (IHLs); allot 0 points to the FES If land occupied by illegal squatters, then clear land under the existing legal/institutional framework; allot 2 points to the FES; proceed to evaluate the next feasibility factor If land is partially or wholly occupied by dwelling units, then initiate processes under the existing legal/institutional framework to prepare rehabilitation and resettlement (R&R) plan, calculate the costs involved and estimate the time frame; allot 1 points to the FES; proceed to evaluate the next feasibility factor keeping in mind that the proposed project can only be initiated after taking possession of the land after completion of the R&R processes
			<ul style="list-style-type: none"> Land is owned by a private person/ institution/ organization Land is free from all encumbrances The two criteria of adequacy-of-area, and farthest-distance are satisfied 	<ul style="list-style-type: none"> Initiate dialogue with the owner and check official records to ensure that for the land under consideration is not embroiled in any legal dispute the ownership title is as claimed Prepare the time schedule for and estimate costs of land acquisition and initiate processes to acquire the land under the existing legal and institutional framework Allot 2.5 points to the FES Proceed to evaluate the next feasibility factor
			<ul style="list-style-type: none"> Land is owned by a private person/ institution/ organization Land is not free from all encumbrances Under a legal dispute Occupied by illegal squatters Partially or fully occupied by dwelling units The two criteria of adequacy-of-area, and farthest-distance are satisfied 	<ul style="list-style-type: none"> Location to be considered un-feasible Proceed to identify alternative location; evaluate the feasibility of providing IHLs
Sewage (waste-water) disposal	5	<ul style="list-style-type: none"> ✓ Location of the closest point on the existing sewerage system ✓ Location of the closest point on the existing open storm 	<ul style="list-style-type: none"> The cost of construction of an on-site waste-water disposal system is lower/higher than the cost of laying a sewer line to the closest point on the existing sewerage or open storm water drainage system 	<ul style="list-style-type: none"> Evaluate the feasibility of connecting to the closest point on the existing open storm water drainage system

Feasibility Factor	Maximum Feasibility Evaluation Score (FES)	Check List	Various Scenarios	Proposed Action
		<p>water drainage system</p> <p>✓ Soil conditions and ground water status</p>	<ul style="list-style-type: none"> ▪ The cost of construction of an on-site waste-water disposal system is higher than the cost of laying a sewer line to the closest point on the existing sewerage or open storm water drainage system ▪ The cost of connecting to the open drain is lower than that connecting to the sewerage system ▪ The distance between the point of connection to the drain and the point at which the drain is being intercepted to connect to the city's waste-water collection system that conveys waste water to the city's sewage treatment plant(s) is less than 20 metres 	<ul style="list-style-type: none"> ▪ Choose the option of connecting the waste-water disposal system of the CTC to the open drain ▪ Allot 4 points to the FES ▪ Proceed to evaluate the next feasibility factor
			<ul style="list-style-type: none"> ▪ The cost of construction of an on-site waste-water disposal system is higher than the cost of laying a sewer line to the closest point on the existing underground sewerage or open storm water drainage system ▪ The cost of connecting the waste-water disposal system of the CTC to the nearest point on the existing underground sewerage system is lower than the cost of connecting to the existing open storm water system 	<ul style="list-style-type: none"> ▪ Choose the option of connecting the waste-water disposal system of the CTC to the existing underground sewerage system ▪ Allot 5 points to the FES ▪ Proceed to evaluate the next feasibility factor
			<ul style="list-style-type: none"> ▪ The cost of construction of an on-site waste-water disposal system is higher than the cost of laying a sewer line to the closest point on the existing underground sewerage or open storm water drainage system ▪ The cost of connecting the waste-water disposal system of the CTC to the nearest point on the existing underground sewerage system is higher than the cost of connecting to the existing open storm water system ▪ The distance between the point of connection to the drain and the point at which the drain is being intercepted to connect to the city's waste-water collection system that conveys waste water to the city's sewage treatment plant(s) is more than 20 metres 	<ul style="list-style-type: none"> ▪ Choose the option of connecting the waste-water disposal system of the CTC to the existing underground sewerage system ▪ Allot 5 points to the FES ▪ Proceed to evaluate the next feasibility factor
			<ul style="list-style-type: none"> ▪ The cost of construction of an on-site waste-water disposal system is lower than the cost of laying a sewer line to the closest point on the existing underground sewerage or open storm water drainage system 	<ul style="list-style-type: none"> ▪ Evaluate the feasibility of setting-up an on-site waste-water treatment and disposal system considering the existing soil and ground water conditions

Feasibility Factor	Maximum Feasibility Evaluation Score (FES)	Check List	Various Scenarios	Proposed Action
			<ul style="list-style-type: none"> Existing soil and ground water conditions considered suitable for setting-up an on-site waste-water treatment and disposal system comprising a septic tank and a soak pit 	<ul style="list-style-type: none"> Choose the option of on-site waste-water treatment and disposal system comprising a septic tank and a soak pit Allot 3 points to the FES Proceed to evaluate the next feasibility factor
			<ul style="list-style-type: none"> Existing soil and ground water conditions are not considered suitable for setting-up an on-site waste-water treatment and disposal system comprising a septic tank and a soak pit 	<ul style="list-style-type: none"> Choose the option of on-site waste-water treatment and disposal system comprising a mini sewage treatment plant (STP) Allot 2 points to the FES Proceed to evaluate the next feasibility factor
Water and Electricity Supply	5.5	<ul style="list-style-type: none"> ✓ Availability of water either through piped supply or through bore-well ✓ Availability of electricity through normal city supply or diesel generator set 	<ul style="list-style-type: none"> Piped water supply is available, and is adequate Piped water supply is available, but not adequate No piped water supply is available No water supply is available Adequate electricity supply is available Electricity supply is available, but inadequate No electricity supply available 	<ul style="list-style-type: none"> Allot 5 points to the FES Provide for bore-well and pumping arrangements to supplement piped water supply Allot 4 points to the FES Provide for bore-well and pumping arrangements Allot 3 points to the FES Location to be considered un-feasible Proceed to identify alternative location Allot 5 points to the FES Provide for diesel generator back-up Allot 3 points to the FES Provide for diesel generator Alternatively, evaluate the feasibility of providing dual-fuel generator (this will be dependent on the number of toilet seats in the proposed CTC) Also, evaluate the feasibility of setting up a solar energy based electricity supply system Allot 2 points to the FES

Appendix Q

Annexure 17 : Proposed CTC Complex in the City of Lucknow

The following list has been given by Nagar Nigam and the CTC mentioned in the list have been proposed. Fund allocation for the same is pending under the WAMBAY Scheme for the contribution from Central Government.

Sl.No	Name of the Area	Ward	No. of Seats	Land Availability
2.	Kesar Bagh Mandi	Kesar Baugh	10	Yes
3.	Maulvi Ganj (Near Nala)		10	Yes
4.	Hata Azam Ali		10	
5.	Malviya Nagar 3xing	Malviya Nagar	20	
6.	Chaudhary Gadhiya	Nataji Subash Ward	20	Yes
7.	Near Jungle, Near Bridge	Sewagram Ward	10	
8.	Chand Ganj – Kala Reconstruction		10	Yes
9.	Lohia Nagar- Bara Khatauli		10	
10.	Shekhu Pura – Kursi Road	Begam Hazrat Mahal	10	
11.	Maha Nagar- Rahim Nagar		10	Yes
12.	Calvin College- Valmiki Slum	Behind Police Lines	10	Yes
13.	Baba Purwa- Slum	Nishat Ganj	10	
14.	Vasoli	Indira Nagar	10	
15.	Jamadaran Purwa	Chinhat	10	Yes
16.	Kamta	Ismail Ganj	10	
17.	Rafi Ahmed Kidwai	Jumoli	10	
18.	Alam Bagh Xing	Patel Nagar	10	Yes
19.	Chitra Gupt Nagar- Kanpur Road	Sringar Nagar Gate	10	

Appendix R

Annexure A.18: Break-up of Costs for Civil Works of Main CTC Building

Item	(Amount in INR)		
	5-WC	10-WC	20-WC
Excavation	1,800	3,000	6,000
Plain cement concrete below foundations, floors etc. (M10)	5,200	8,500	17,000
Brickwork (230/115 mm at foundation level and in superstructure)	55,000	90,000	165,250
Reinforced Cement Concrete works for variuos elements (M20)	30,000	50,000	90,000
Reinforcement and other steelworks	57,000	95,000	160,000
Plastering	12,760	22,000	38,500
Floor and Dado Finishing using ceramic tiles/"Kota" stone	35,000	60,000	110,000
Doors and Windows	1,800	2,750	5,500
Sanitary works including fittings, fixtures, drains, pipes, chambers etc.	57,000	94,000	175,000
Painting	7,000	12,000	20,000
Sub-total	262,560	437,250	787,250
Miscellaneous works and contingencies (10%)	26,256	43,725	78,725
TOTAL COST FOR CIVIL WORKS (MAIN CTC BUILDING)	288,816	480,975	865,975
Rounded off	289,000	481,000	866,000

Appendix S

APPENDIX S-1 : Break-up of Capital Costs for Constructed Dhobighats

Item	(Amount in INR)		
	10-cubicle	25-cubicle	50-cubicle
Civil Works	1,100,000	2,270,000	4,000,000
Electrical works including generator	150,000	250,000	350,000
Bore-well	200,000	200,000	200,000
Sub-total	1,450,000	2,720,000	4,550,000
Miscellaneous works and contingencies (10%)	145,000	272,000	455,000
TOTAL CAPITAL COST	1,595,000	2,992,000	5,005,000
Rounded off	1,600,000	3,000,000	5,000,000

Appendix T

**FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY
FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.**

A: Name of the Slum: _____

B: Address: _____

C: Approximate Population: _____

D: Any CTC present in the area: Yes _____ No _____

If Present then what capacity 5 Seater 10seater 20 seater

Is there a requirement for new CTC? Yes _____ No _____

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future))

Option 1. _____

Option 2. _____

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

NN: _____ LDA: _____ Other: _____ Private: _____

Current land use. _____

Is it marked for some other purpose? _____

Available land area (in sq. m) _____

G: Current Source of Water Supply in the slum. _____

If by Pipeline then What time to what time _____

H: Is the slum electrified. Yes: _____ No: _____

From what time to what time. _____

I: Wastewater Disposal: 1.Sewer Line _____ 2.Open Drain _____

SITE MAP

(Use Back of this Page if Need more Space)

FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.

A: Name of the Slum: Khajua
B: Address: Khajua - Jagdishwar Mandir, Ward -
Flak Nagar

C: Approximate Population: five thousand people

D: Any CTC present in the area: ☒ Yes ☐ No

If Present then what capacity 5 Seater 10 seater 20 seater

Is there a requirement for new CTC? ☒ Yes ☐ No

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future))

Option 1. NEAR DHABI GHAT - (OLD C.T.C.)

Option 2. NEAR RAILWAY CROSSING NEAR BIRHANNA PARK

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

☒ NN: ☐ ADA: ☐ Other: ☐ Private:

Current land use. C.T.C. in Present

Is it marked for some other purpose? MADE C.F.S. but reconstructed.

Available land area (in sq. m) 350 sq. ft.

G: Current Source of Water Supply in the slum. Through PIPELINE MOR. → 6:00 to 9:30
AFTER 12 to 2 pm
even 5 to 9 pm

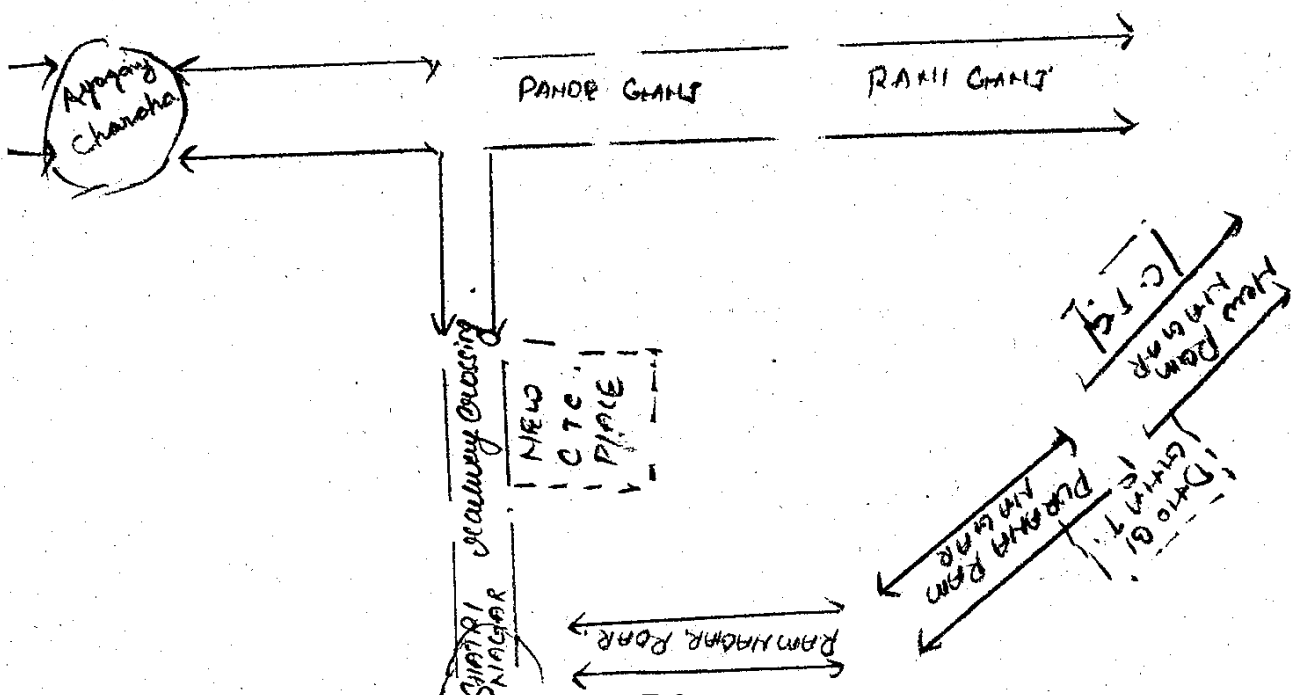
H: Is the slum electrified. ☒ Yes: ☐ No:

From what time to what time. Full time

I: Wastewater Disposal: ☒ 1. Sewer Line ☐ 2. Open Drain

SITE MAP

(Use Back of this Page if Need more Space)



FEASIBILITY STUDY CTC - LAND IDENTIFICATION SURVEY FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.

A: Name of the Slum: MARTIN PURVA
B: Address: Martin Purva Hazratganj NEAR Golf Club.
Lucknow

C: Approximate Population: 3 Thousand

D: Any CTC present in the area: Yes No
If Present then what capacity 5 Seater 10 seater 20 seater 15 Seater
Is there a requirement for new CTC?

Yes ✓ No

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future))

Option 1. MARTIN PURVA (IN FRONT GROUND) NEAR MINI P.C.O
Option 2. In Opposite, ground martin Purva colony (between martin purva and Jyamau)

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

NN: ADA: Other: Private:

Current land use. Public Use for defecation.

Is it marked for some other purpose? (NO USE)

Available land area (in sq. m) _____

G: Current Source of Water Supply in the slum. PIPE LINE SUPPLY.

If by Pipeline then What time to what time 6:30 am to 8:30 evening

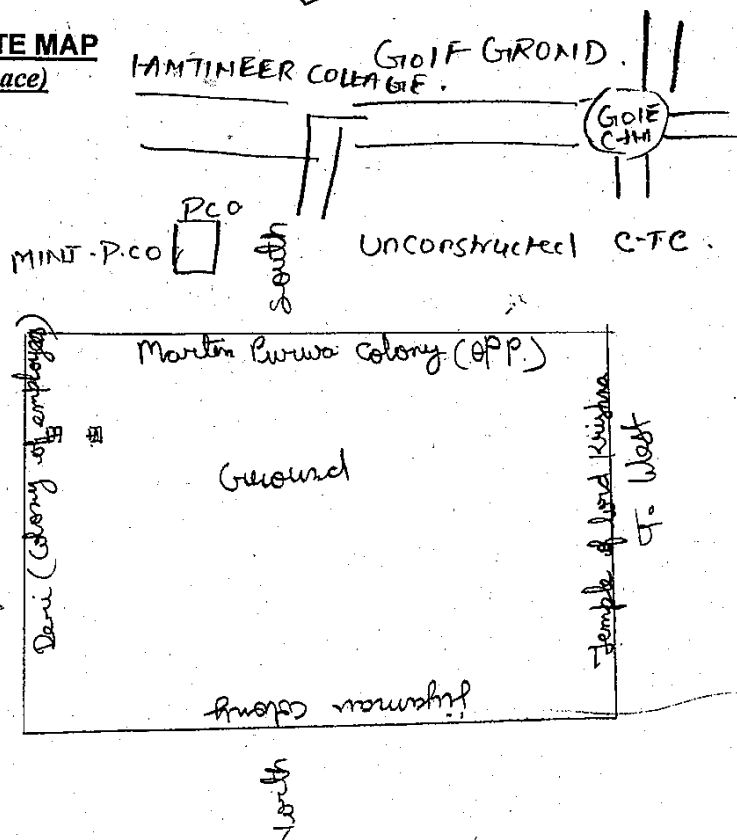
H: Is the slum electrified. Yes ✓ No: 6:30 pm to 7:30 pm
From what time to what time. Full time

I: Wastewater Disposal: 1. Sewer Line 2. Open Drain

SITE MAP

(Use Back of this Page if Need more Space)

Name of Sabhasad - Banke Lal
Add- Jyamau, Hazratganj



FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.

A: Name of the Slum: MOHINI PURWA
B: Address: Mohini Purwa Hazratnagar Chowk L.R.O

C: Approximate Population: 8 thousand people.
D: Any CTC present in the area: Yes No
If Present then what capacity 5 Seater 10 seater 20 seater
Is there a requirement for new CTC? Yes No

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future))

Option 1. NEAR New Colony Mohini Purwa [Land mark RUTNA GATTAR
Option 2. near Gulla Road.

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

☒ NN: ☐ ADA: ☐ Other: ☐ Private:

Current land use. NO USE

Is it marked for some other purpose? NO

Available land area (in sq. m) 2500 sq. ft.

G: Current Source of Water Supply in the slum. Through pipe line.

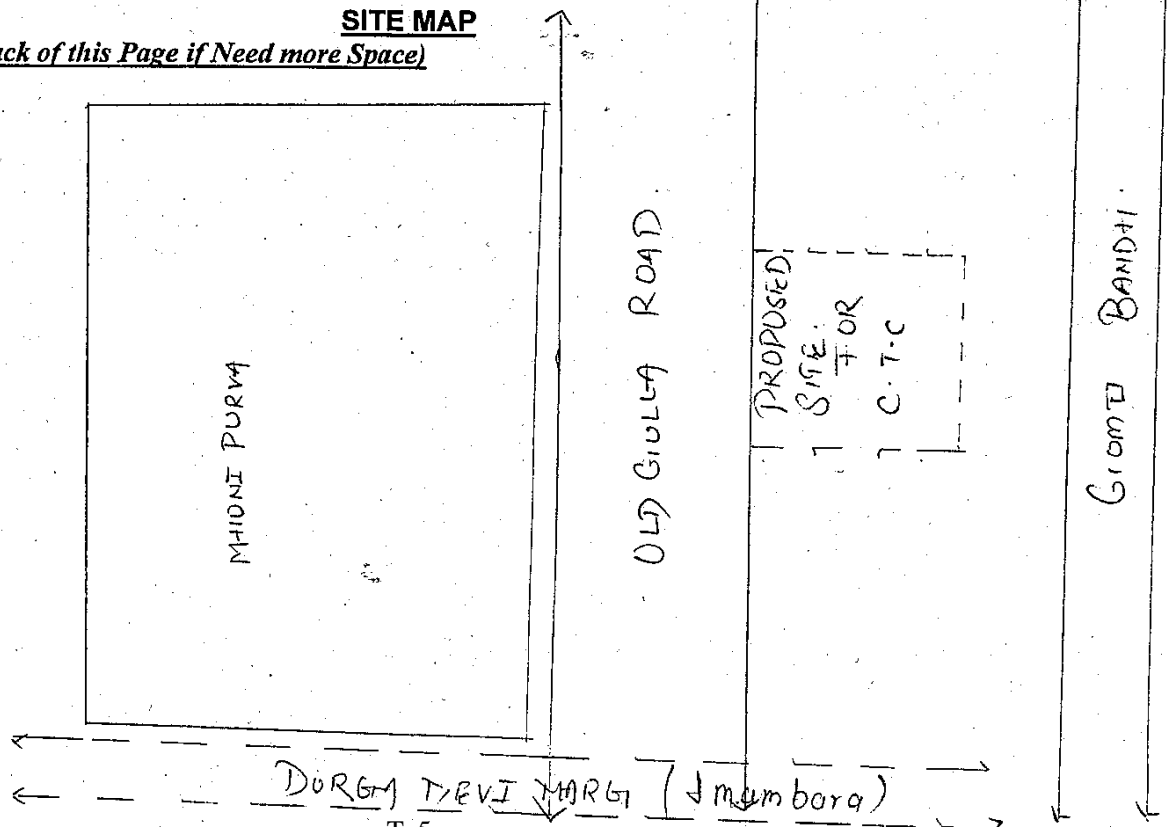
If by Pipeline then What time to what time MOR. 5 to 10

H: Is the slum electrified. Yes: No
From what time to what time. full time. AFTER 12 to 2
EVEN 5 to 9.

I: Wastewater Disposal: 1. Sewer Line 2. Open Drain 2. Open Drain

SITE MAP

(Use Back of this Page if Need more Space)



FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.

A: Name of the Slum: Pandey Cranj
B: Address: Pandey Cranj, Subhash Marg L.K.O.

C: Approximate Population: 8 thousand

D: Any CTC present in the area: Yes No
If Present then what capacity 5 Seater 10 seater 20 seater
Is there a requirement for new CTC? Yes No

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future))

Option 1. NEAR RELIANCE WEB NADAN MAHAL ROAD
Option 2.

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

NN: ADA Other: Private

Current land use. No use

Is it marked for some other purpose? No

Available land area (in sq. m) 200 sq ft

G: Current Source of Water Supply in the slum. Through Pipeline

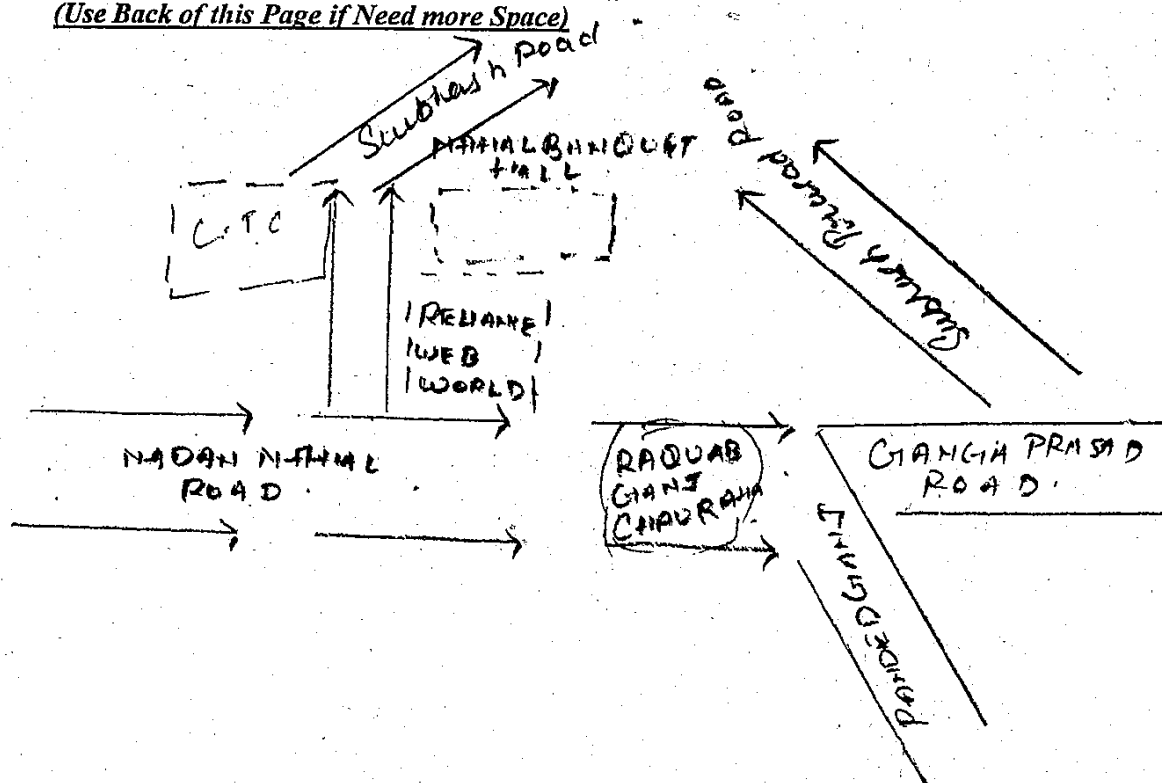
If by Pipeline then What time to what time Morn-6 to 9 am

H: Is the slum electrified. Yes No
From what time to what time. full time eveni- 9 to 9 pm

I: Wastewater Disposal: 1. Sewer Line 2. Open Drain

SITE MAP

(Use Back of this Page if Need more Space)



FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.

A: Name of the Slum: RANI GANT
B: Address: RANI GANT Subhash Marg L.P.O

C: Approximate Population: 8 thousand people

D: Any CTC present in the area: ☒ Yes ☐ No
If Present then what capacity 5 Seater 10 seater 20 seater
Is there a requirement for new CTC?

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future)
☒ Yes ☐ No

Option 1. Front of Sushil CLINIC (NEAR NAKA CHAUPHAT).
Option 2.

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

NN: ADA: Other: Private:

Current land use. CTC is present but need reconstructed

Is it marked for some other purpose? 600 sq ft.

Available land area (in sq. m)

G: Current Source of Water Supply in the slum. Through pipe line.

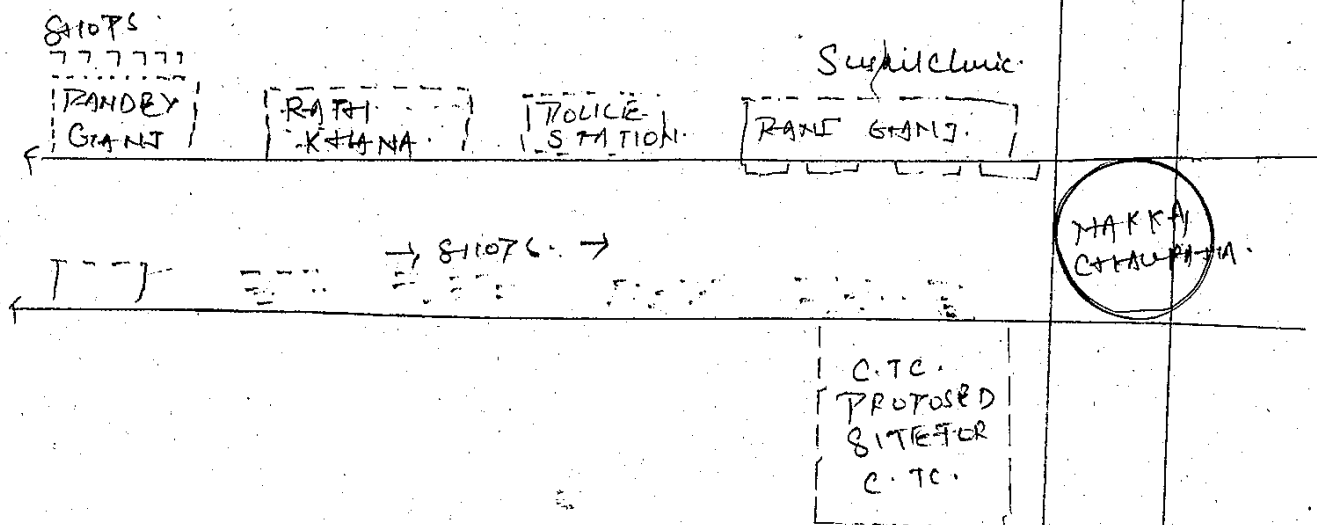
If by Pipeline then What time to what time MORNING: 6 to 9 am

H: Is the slum electrified. Yes: No: full time EVENING: 5.30 to 8 pm

I: Wastewater Disposal: 1. Sewer Line ☒ 2. Open Drain

SITE MAP

(Use Back of this Page if Need more Space)



FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.

A: Name of the Slum: TELI BAZAR
B: Address: Khaura - Kibbigh Bazaar.

C: Approximate Population: 85 Thousand people.
D: Any CTC present in the area: Yes ☒ No ☐
If Present then what capacity 5 Seater 10 seater ☒ 20 seater
Is there a requirement for new CTC? Yes ☒ No ☐

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future))

Option 1. Nepal Gun Ground. (NN)
Option 2. Near Ram Borse College.

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

NN: ☒ ADA: ☐ Other: ☐ Private: ☐

Current land use. 400 sq/mt No use. ☐

Is it marked for some other purpose? No use.

Available land area (in sq. m) 400 sq/mt. (Nepalgun)

G: Current Source of Water Supply in the slum. through boring.

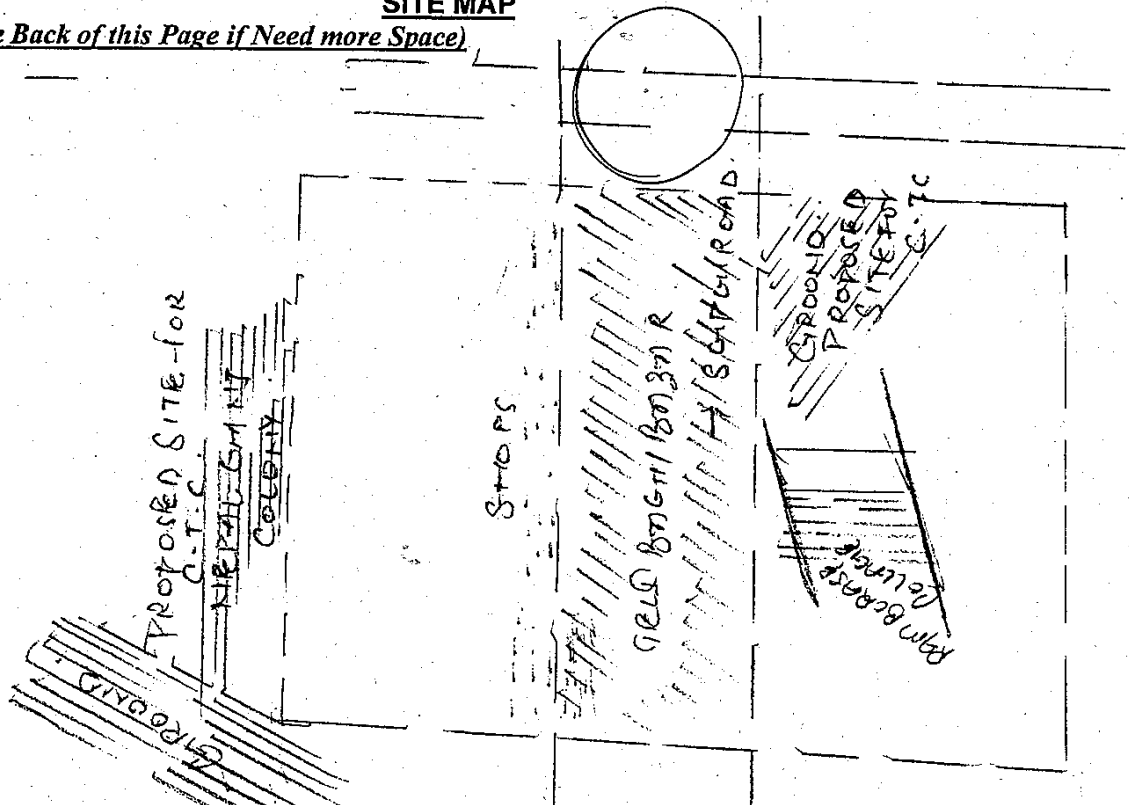
If by Pipeline then What time to what time MOR 6 to 8 am

H: Is the slum electrified. Yes: ☐ No: ☒
From what time to what time. full time EVEN 6 to 8 30 pm

I: Wastewater Disposal: 1. Sewer Line ☐ 2. Open Drain ☒

SITE MAP

(Use Back of this Page if Need more Space)



FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.

A: Name of the Slum: TOPE KHANA BAZAR

B: Address: R.A. BAZAR TOPE KHANA, CANTE BOARD LUCKNOW.

C: Approximate Population: 5 thousand people

D: Any CTC present in the area:

If Present then what capacity 5 Seater ☒ Yes ☐ No
10 seater ☐ 20 seater

Is there a requirement for new CTC?

☒ Yes ☐ No

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future))

Option 1. Opposite BAZAR (GROUND) - BACK of ARMY Colony

Option 2. Starting of Bazar - (GROUND) FRONT of R.O. OFFICE ARMY Colony

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

NN: ☐ ADA: ☒ Other: ☐ Private: (ARMY)

Current land use. NO use because of Army ground

Is it marked for some other purpose? NO

Available land area (in sq. m) 13 thousand Sq m. Opposite bazar ground.

G: Current Source of Water Supply in the slum. Through pipe line

If by Pipeline then What time to what time 5am to 9am evening 12 to 2pm

H: Is the slum electrified. ☒ Yes: ☐ No: evening 5pm to 7pm

From what time to what time. full time.

I: Wastewater Disposal:

☐ 1. Sewer Line

☒ 2. Open Drain

SITE MAP

(Use Back of this Page if Need more Space)

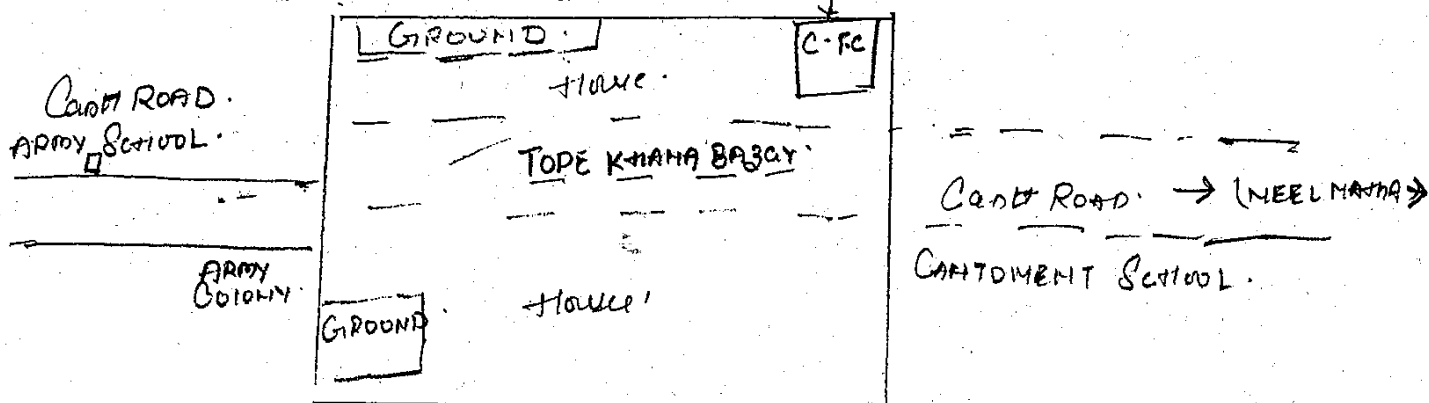
Name of Sahasrabud - Krishna Kumar

Add - R.A. line Topkhana bazar

Name of present C.T.C.

keeper - Dharam Singh

AT Present



FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.

A: Name of the Slum: AISH BAGH
B: Address: Aish Bagh (MOPI TEEL) NEAR MOHAR PALACE

C: Approximate Population: 8 Thousand people

D: Any CTC present in the area: Yes No
If Present then what capacity 5 Seater 10 seater 20 seater
Is there a requirement for new CTC?

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future)
Yes No

Option 1. _____
Option 2. _____

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

NN: ADA: Other: Private:

Current land use. No use

Is it marked for some other purpose? No use

Available land area (in sq. m) _____

G: Current Source of Water Supply in the slum. Through pipeline

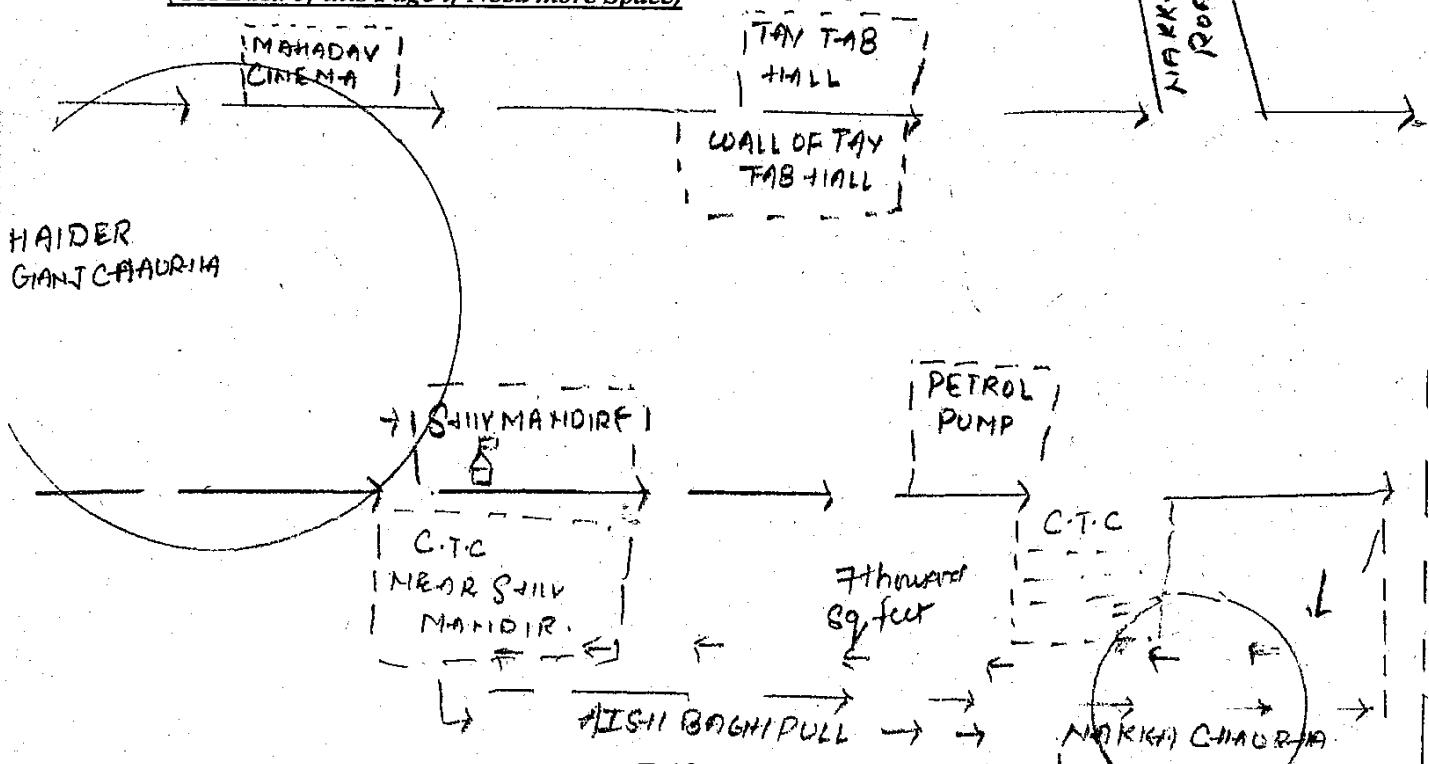
If by Pipeline then What time to what time MORNING → 6 to 8

H: Is the slum electrified. Yes: No: Afternoon →
From what time to what time. full time evening → 5 to 10

I: Wastewater Disposal: 1. Sewer Line 2. Open Drain

SITE MAP

(Use Back of this Page if Need more Space)



**FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY
FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.**

A: Name of the Slum: Amrausi Gaoon
B: Address: Gram - Amrausi Post - Amrausi Gaoon - Sarojini
Nagar, L.K.O.

C: Approximate Population: 12 thousand people

D: Any CTC present in the area: ☒ Yes ☐ No
If Present then what capacity 5 Seater ☒ 10 seater ☐ 20 seater
Is there a requirement for new CTC?

☒ Yes ☐ No

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future))

Option 1. Pond of Amrausi Gaoon (Near Market)

Option 2. — — — Pond of Amrausi Gaoon NEAR OF NCV
DURGTA MANDIR.

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

☒ NN: ☐ ADA: ☐ Other: ☐ Private:

Current land use. No use

Is it marked for some other purpose? No

Available land area (in sq. m) 10,000 Sq. m.

G: Current Source of Water Supply in the slum. Hand Pump

If by Pipeline then What time to what time — —

H: Is the slum electrified. ☒ Yes: ☐ No:

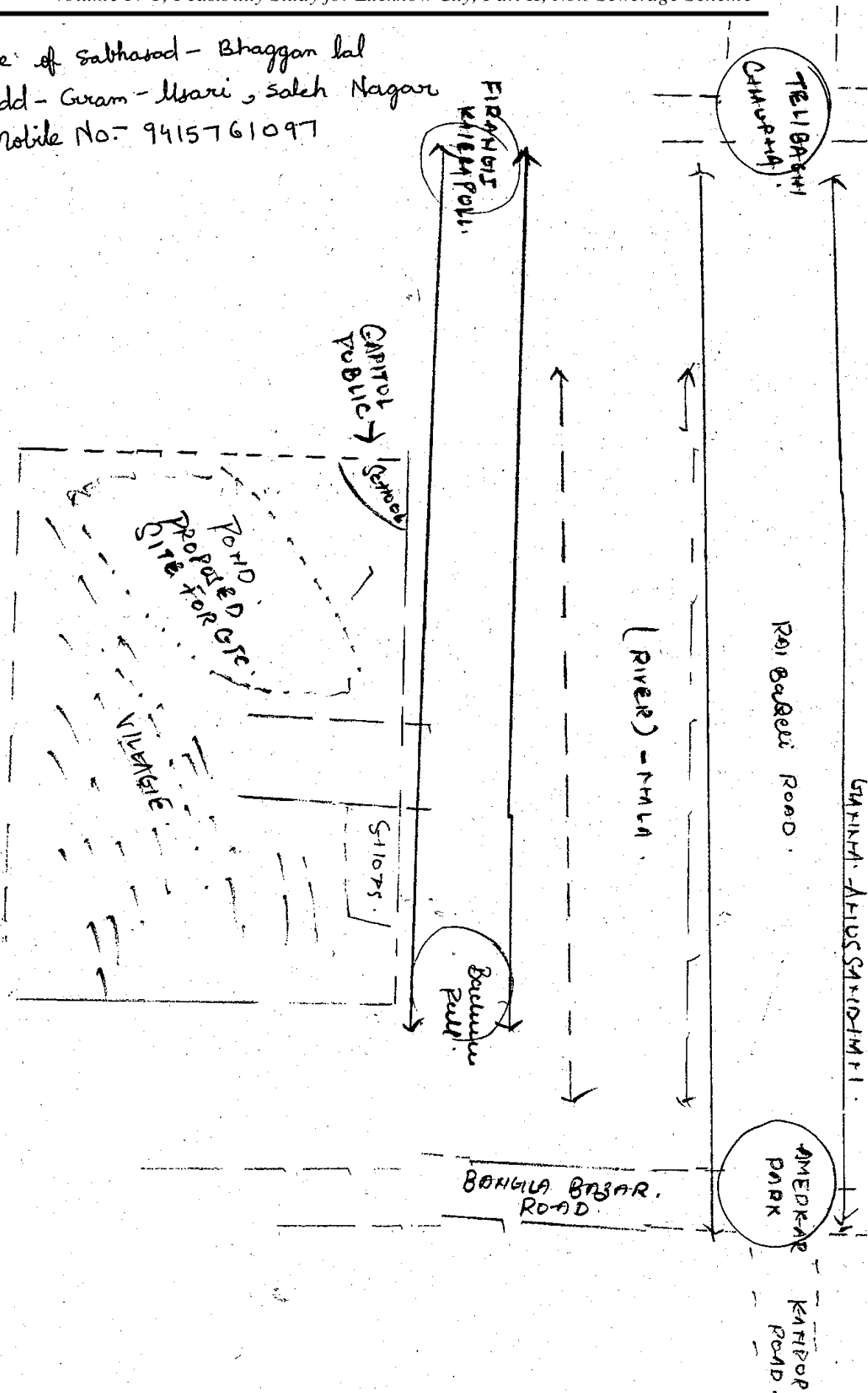
From what time to what time. full time

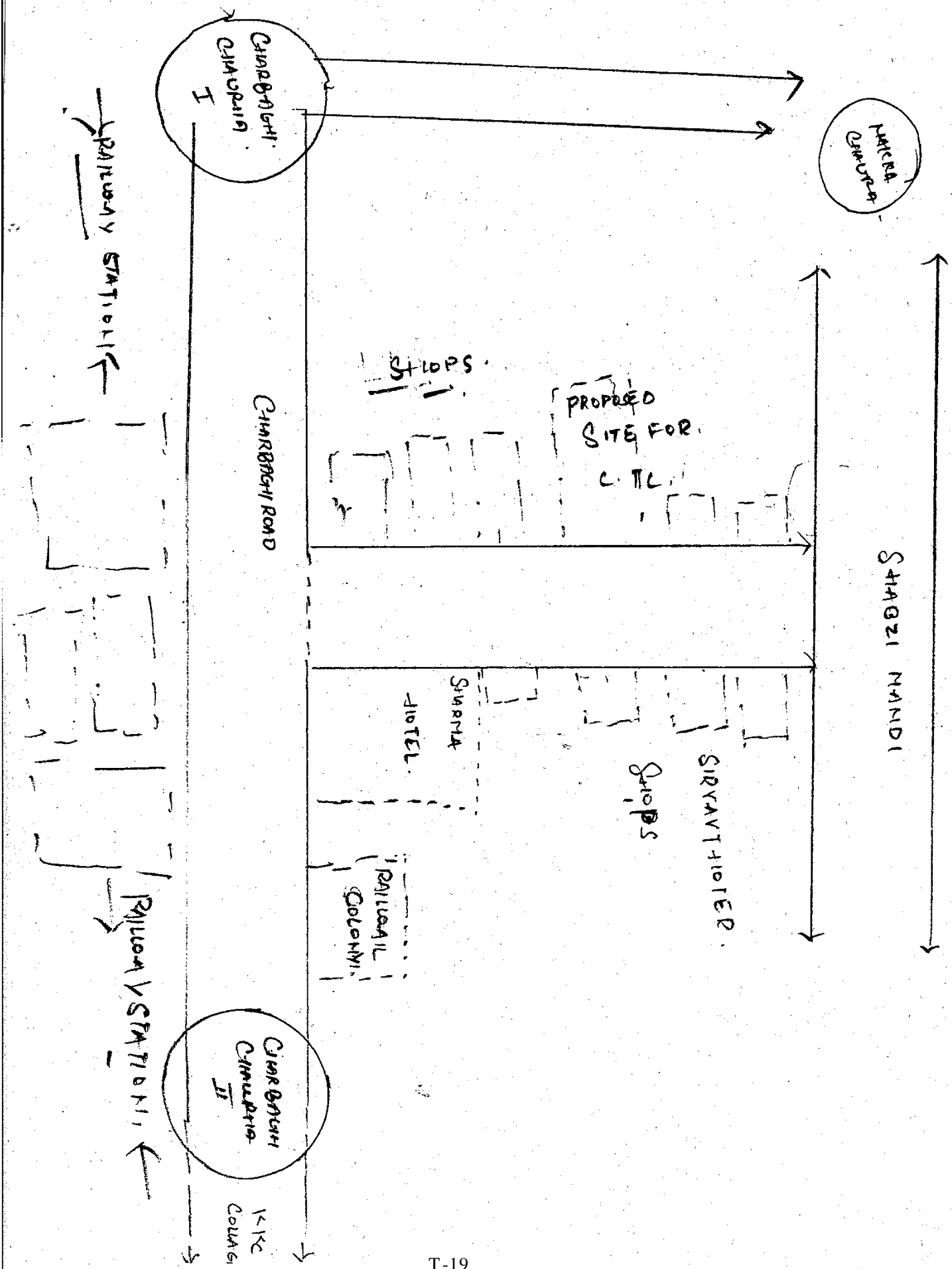
I: Wastewater Disposal: ☐ 1. Sewer Line ☒ 2. Open Drain

SITE MAP

(Use Back of this Page if Need more Space)

Name of Sabhasad - Bhagwan Lal
Add - Guraam - Usari, Saleh Nagar
Mobile No. - 9415761097





FEASIBILITY STUDY CTC – LAND IDENTIFICATION SURVEY FOR NON SEWERAGE SCHEME IN LUCKNOW CITY.

A: Name of the Slum: Banda Bazaar (Bhadrukph)

B: Address: Guzam-Bhadrukph, Raw Khand eldrie-I
Bynawar Road, Banda Bazaar

C: Approximate Population: 15000 people

D: Any CTC present in the area: Yes ☐ No ☒
If Present then what capacity 5 Seater 10seater 20 seater
Is there a requirement for new CTC? ☒ Yes ☐ No

E: If yes the location for the required CTC: (Mark the nearest landmark for identification by which it can be reached in future))

Option 1. Back of Tyagi Vihar
Option 2. — — —

F: Current Status of the Land (Need 250 Sq Mtr in case of 10 seats).

Ownership of the said land.

NN: ☒ ADA: ☐ Other: ☐ Private: ☐

Current land use. No use (for defecation of Village people)

Is it marked for some other purpose? Yes (For C.T.C. through L.D.A.)

Available land area (in sq. m) 5000 Sq.ft.

G: Current Source of Water Supply in the slum. Hand pipe

If by Pipeline then What time to what time — — —

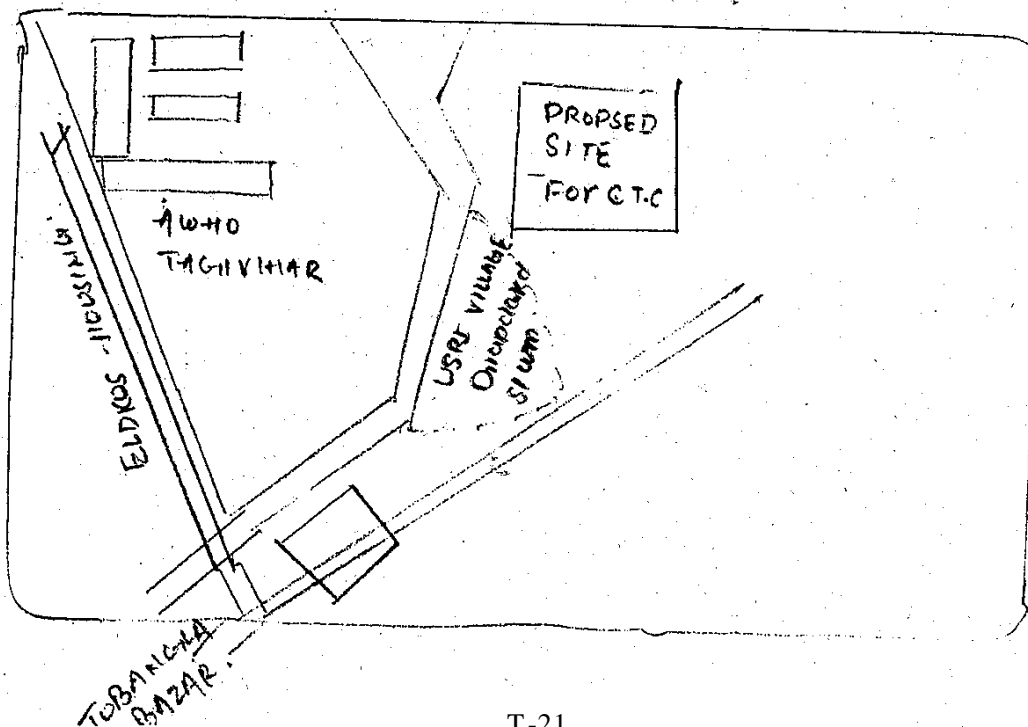
H: Is the slum electrified. Yes: ☒ No: ☐

From what time to what time. full time

I: Wastewater Disposal: 1.Sewer Line ☐ 2.Open Drain ☒

SITE MAP

(Use Back of this Page if Need more Space)



Appendix U

Appendix U Proposed Sites for Constructed Dhobighat in Lucknow

The following three sites have been identified for new Constructed Dhobighat by local Dhobi Association in Lucknow.

Ref. No.
Chief Conservative

Date: 08.02.05

1. Shiv Nagar Khadra Kunwar Gaddha, Lucknow approximately 8 Acres Land (Pond) is under Nagar Nigam, Lucknow). Society has proposed the above-mentioned Site.

The Dhobis from the right side of Pacca Bridge, Left side of Buddha Park and Iron Bridge of Dali Ganj, Hari Majar at Nishat Ganj who are washing the cloths in the river may use the proposed constructed Dhobi Ghat on Shiv Nagar Khadra Kunwar Gaddha Pond Land

2. The free land available in the middle of Bridge and Wall of Plant, in front of Moti Masjid Gullala Ghat to Sewage Treatment Plant, the Land is under State Government but the land is proposed for the construction of Dhobi Ghat by the Govt. In the proposed constructed Dhobi Ghat at this site, the dhobis community will use for their work who are working on the river bank at Gudiya Ghat, Kala Kothi, Gullala Ghat, Gau Ghat.

3. There is approximately 1.33 Acres of Govt. Free Land near Haidar Canal Nala (Drain) at Tiwari Ji ka Bhatta, Moti Nagar, Lucknow. The Society has demanded the above mentioned site for the construction of Dhobi Ghat..

The District Magistrate, Lucknow has send letters to the Housing Commissioner for transferring the Land for the construction of Dhobi Ghat on Panduwa Pond Supya Raus, Tikait Rai Colony, Raja Ji Puram, Lucknow.

In this proposed constructed Dhobi Ghat at this Site, the Dhobi Community working on all the Ghats will use it, as the people of this side are working from Pakka Bridge to Gau Ghat.

**JAPAN INTERNATIONAL COOPERATION AGENCY (JICA)
NATIONAL RIVER CONSERVATION DIRECTORATE (NRCD)
MINISTRY OF ENVIRONMENT AND FORESTS**

**THE STUDY
ON
WATER QUALITY MANAGEMENT PLAN
FOR
GANGA RIVER
IN
THE REPUBLIC OF INDIA**

FINAL REPORT

VOLUME IV FEASIBILITY STUDY FOR PROJECT CITIES

**VOLUME IV-1 FEASIBILITY STUDY FOR LUCKNOW CITY
PART III PUBLIC PARTICIPATION AND AWARENESS PROGRAMME**

JULY 2005

**TOKYO ENGINEERING CONSULTANTS CO., LTD.
CTI ENGINEERING INTERNATIONAL CO., LTD.**

FINAL REPORT
ON
WATER QUALITY MANAGEMENT PLAN FOR GANGA RIVER
JULY 2005

GENERAL TABLE OF CONTENTS

VOLUME I	SUMMARY
VOLUME II	RIVER POLLUTION MANAGEMENT PLAN
VOLUME III	MASTER PLAN FOR PROJECT CITIES
VOLUME III-1	SEWERAGE MASTER PLAN FOR LUCKNOW CITY
VOLUME III-2	SEWERAGE MASTER PLAN FOR KANPUR CITY
VOLUME III-3	SEWERAGE MASTER PLAN FOR ALLAHABAD CITY
VOLUME III-4	SEWERAGE MASTER PLAN FOR VARANASI CITY
VOLUME III-5	NON-SEWERAGE SCHEME
VOLUME III-6	SOCIAL CONSIDERATION AND HYGIENE EDUCATION PLAN
VOLUME III-7	RECOMMENDATIONS ON SOLID WASTE MANAGEMENT
VOLUME III-8	GIS DATA MANAGEMENT
VOLUME III-9	INSTITUTIONAL DEVELOPMENT PROGRAMME
VOLUME III-10	FINANCIAL AND ECONOMIC EVALUATION
VOLUME III-11	(SUPPORTING REPORT) CASE STUDY OF SEWAGE TREATMENT PLANTS

VOLUME IV FEASIBILITY STUDY FOR PROJECT CITIES

VOLUME IV-1	FEASIBILITY STUDY FOR LUCKNOW CITY
-------------	------------------------------------

PART I SEWERAGE SCHEME
PART II NON-SEWERAGE SCHEME

PART III	PUBLIC PARTICIPATION AND AWARENESS PROGRAMME
----------	--

PART IV INSTITUTIONAL DEVELOPMENT PROGRAMME
PART V ECONOMIC AND FINANCIAL EVALUATION
PART VI STAKEHOLDER MEETING
PART VII DRAWINGS

VOLUME IV-2 FEASIBILITY STUDY FOR KANPUR CITY

PART I SEWERAGE SCHEME
PART II NON-SEWERAGE SCHEME
PART III PUBLIC PARTICIPATION AND AWARENESS PROGRAMME
PART IV INSTITUTIONAL DEVELOPMENT PROGRAMME
PART V ECONOMIC AND FINANCIAL EVALUATION
PART VI STAKEHOLDER MEETING
PART VII DRAWINGS

VOLUME IV-3 FEASIBILITY STUDY FOR ALLAHABAD CITY

PART I SEWERAGE SCHEME
PART II NON-SEWERAGE SCHEME
PART III PUBLIC PARTICIPATION AND AWARENESS PROGRAMME
PART IV INSTITUTIONAL DEVELOPMENT PROGRAMME
PART V ECONOMIC AND FINANCIAL EVALUATION
PART VI STAKEHOLDER MEETING
PART VII DRAWINGS

VOLUME IV-4 FEASIBILITY STUDY FOR VARANASI CITY

PART I SEWERAGE SCHEME
PART II NON-SEWERAGE SCHEME
PART III PUBLIC PARTICIPATION AND AWARENESS PROGRAMME
PART IV INSTITUTIONAL DEVELOPMENT PROGRAMME
PART V ECONOMIC AND FINANCIAL EVALUATION
PART VI STAKEHOLDER MEETING
PART VII DRAWINGS

VOLUME V PILOT PROJECT FOR SANITARY IMPROVEMENT OF MANIKARNIKA GHAT

VOLUME IV-1
PART III PUBLIC PARTICIPATION AND AWARENESS PROGRAMME

Table of Contents	
List of Tables	
List of Figures	
Appendix	
Abbreviations	

TABLE OF CONTENTS

CHAPTER 1 INTRODUCTION	1-1
CHAPTER 2 PROFILE OF LUCKNOW CITY	2-1
2.1 BACKGROUND	2-1
2.2 SOCIO-ECONOMIC SITUATION.....	2-1
2.2.1 Social and Cultural Features.....	2-1
2.2.2 Social Stratification	2-2
2.3 ENVIRONMENTAL HEALTH AND SANITATION SITUATION.....	2-3
2.3.1 Health Risk	2-3
2.3.2 Water Supply and Environmental Sanitation Situation	2-4
2.4 SLUMS AND DHOBIGHATS.....	2-5
2.4.1 Slums in the city	2-5
2.4.2 Dhobighats.....	2-7
CHAPTER 3 INSTITUTIONAL ARRANGEMENTS FOR PP/PA PROGRAMMES	3-1
3.1 EXISTING IMPLEMENTATION STRUCTURE FOR PP/PA IN LUCKNOW	3-1
3.1.1 Present official Institutional Situation for PP/PA Activities	3-1
3.1.2 Present Situation of Community and Private Sector for PP/PA Activities	3-3
3.2 PROPOSED INSTITUTIONAL STRUCTURE	3-10
3.2.1 Basic Concept and Approach for the Structure	3-10
3.2.2 Proposed Structure.....	3-11
CHAPTER 4 PROGRAMMES TO BE IMPLEMENTED.....	4-1
4.1 BASIC STRATEGY FOR PROGRAMMES	4-1
4.2 PRIORITY PROJECTS AND TIMING OF PP/PA RELATED ACTIVITIES	4-1

4.3	APPROACH AND TECHNIQUE	4-2
4.4	NECESSARY PROGRAMMES TO BE IMPLEMENTED	4-3
4.4.1	Committee Meetings	4-3
4.4.2	Explanatory Meetings.....	4-3
4.4.3	Publicity Programmes	4-4
4.4.4	Demonstration Programmes	4-8
4.5	REGULAR PROGRAMMES	4-11
4.5.1	Entry Point Activities	4-11
4.5.2	Regular Publicity	4-13
	Regular Publicity.....	4-13
4.5.3	Yearly Campaign	4-14
4.5.4	Regular Activities	4-15
4.5.5	Regular Activities for Slums	4-16
4.6	COMMUNICATION TOOLS TO BE UTILISED.....	4-21
4.7	MONITORING AND EVALUATION	4-24
CHAPTER 5	TERMS OF REFERENCE.....	5-1
5.1	INTRODUCTION.....	5-1
5.2	SELECTION CRITERIA FOR CONSULTANTS / NGO'S	5-1
5.2.1	Program Level PP/PA Technical Specialist	5-1
5.2.2	Guidelines for the Selection of Local Consulting Organization/ NGOs/ CBOs/ Other Agencies that could undertake / facilitate the Implementation of PP/PA Activities.....	5-2
5.3	COSTS AND BUDGETS	5-4
5.4	GUIDELINES FOR IMPLEMENTATION OF PROGRAMMES.....	5-5
5.4.1	Communication Tools and Activities	5-5
5.4.2	Slums / Dhobighat related works	5-8

LIST OF TABLES

Table 2.1	People's perception on Ability to Pay and Willingness to gain Access to Improved Services	2-2
Table 2.2	Number of Reported Cases of Communicable Diseases in <i>Lucknow</i>	2-3
Table 2.3	Slum population of Lucknow (1981-2001)	2-5
Table 3.1	Present official institutions related with works in the sewerage scheme and PP/PA activities	3-1
Table 3.2	Problems and Difficulties for PP/PA Perceived by the Official Entities during the Sewerage Projects	3-2
Table 3.3	NGO's working in <i>Lucknow</i> and their areas of expertise	3-5
Table 3.4	Local Newspapers in <i>Lucknow</i>	3-7
Table 3.5	Analysis for Community and Private Sector Institutes.....	3-9
Table 3.6	Organizational Arrangement for NRCD	3-11
Table 3.7	Necessary Staff for NRCD	3-12
Table 3.8	Staff required at Nagar Nigam.....	3-14
Table 4.1	Priority Projects and Timing of PP/PA related Activates.....	4-2
Table 4.2	Participatory Analysis and Planning Techniques.....	4-2
Table 4.3	Explanatory Meetings.....	4-4
Table 4.4	Publicity Programmes on Opening of PP/PA Cell (PP 1).....	4-5
Table 4.5	Publicity Programmes on the Sewerage Projects (1).....	4-6
Table 4.6	Targets & Main Activities for Publicity Programmes on the Sewerage Projects (2).....	4-7
Table 4.7	Targets & Main Activities for Publicity Programmes on the Sewerage Projects (3).....	4-8
Table 4.8	Targets & Main Activities for Demonstration Programmes on the Projects (1).....	4-9
Table 4.9	Targets & Main Activities for Demonstration Programmes on the Projects (2).....	4-10
Table 4.10	Themes for the Yearly Campaign	4-14
Table 4.11	Yearly Themes for the Clean River Day.....	4-15
Table 4.12	Yearly Themes for the Clean River Week	4-16
Table 4.13	Targets for Slum Area Programmes.....	4-20
Table 4.14	Yearly targets for Dhobighat Programme.....	4-20
Table 4.15	Communication Tools	4-22
Table 4.16	Activities for Communication	4-23
Table 4.17	Evaluation Items.....	4-25
Table 5.1	Overall PP/PA Costs in <i>Lucknow</i>	5-4
Table 5.2	Specifications for Communication Tools	5-5
Table 5.3	Specifications for Communication Activities.....	5-7

LIST OF FIGURES

Figure 2.1	Existing Structure for O&M of CTC's.....	2-6
Figure 3.1	Proposed Organisational Structure of the Implementing Agency	3-13

APPENDIX

Appendix A.1	Socio-Economic Classes in the Core Area of Lucknow	A-1
Appendix A.2	Socio –Economic Typologies from Periphery Area	A-2
Appendix B.1	PP/PA Programme Schedule for Lucknow	B-1
Appendix B.2	Cost for PP/PA for Lucknow	B-2

ABBREVIATIONS

BOD	Biochemical Oxygen Demand
CBO	Community Based Organisation
CMO	Chief Medical Officer
CPCB	Central Pollution Control Board
CTC	Community Toilet Complexes
DUDA	District Urban Development Authority
FGD	Focus Group Discussion
GUP	Government of Uttar Pradesh
HIG	High Income Group
HRD	Human Resources Development
JICA	Japan International Co-operation Agency
LJS	Lucknow Jal Sansthan
LNN	Lucknow Nagar Nigam
LCS	Low Cost Sanitation
LIG	Low Income Group
MC	Municipal Corporation
MIG	Middle Income Group
MLD	Million Litres per Day
MPS	Main Pumping Station
NGO	Non-Governmental Organisation
NRCD	National River Conservation Directorate
PCM	Project Cycle Management
PIC	Project Implementation Committee
PLA	Participatory Learning and Action
PMC	Project Management Consultant
PP/PA	Public Participation/Public Awareness
PRA	Participatory Rural Appraisal
PS	Pumping Station
RRA	Rapid Rural Appraisal
SCC	State Co-ordination Cell
SPS	Sewage Pumping Station
STP	Sewage Treatment Plant
TOR	Terms of Reference
UP	Uttar Pradesh
UPJN	UP Jal Nigam
YAP	Yamuna Action Plan

CHAPTER 1

INTRODUCTION

PART III PUBLIC PARTICIPATION AND AWARENESS PROGRAMME

CHAPTER 1 INTRODUCTION

For the sound operation and maintenance of sewerage and sanitation facilities, generally, 'Public Participation' is indispensable. The construction and operation of such systems alone will not attain desired improvement in environmental sanitation, public health, surrounding environment and abatement of pollution of river water bodies. Therefore, greater public awareness on the health and environmental impacts, importance of those systems and facilities among communities, and the encouragement of their positive participation in the share of the obligation is essential. This would help work out problems related to operation and maintenance and long term sustenance of these systems and facilities.

Therefore, in this study, the JICA Study Team shall elaborate programmes on related activities and campaigns to promote public participation and heighten public awareness (PP/PA) for the four cities. This has been based on participatory techniques and the concept of the hygiene education which has been prepared by the study team earlier, specifically responds to each event proposed in the 'Feasibility Study of Sewerage Scheme' in the four cities.

Based on the above, the JICA Study team discusses the programmes on PP/PA for *Lucknow* City is elaborated in the document.

CHAPTER 2

PROFILE OF LUCKNOW CITY

CHAPTER 2 PROFILE OF LUCKNOW CITY

2.1 BACKGROUND

Lucknow located on the banks of Gomti, better known as the city of Nawabs and Kababs, is one of the largest cities of the state of Uttar Pradesh. It forms a part of the great Indo Gangetic plain, broken only on the bank of rivers where the land has been cut by deep ravines.

Lucknow, the capital of U.P has an estimated population of about 25 lacs with more than 500 slums accounting for about one-third of its population. The city attained the status of a metro (population one million plus) between the decade 1981 – 1991, during which there was a rapid growth in population.

The master plan prepared for the city in the year 1996 – 2021 mentions that the sex ratio in the city is skewed and shows considerable variations among wards. It has nearly 27% of its population employed as main workers. The majority of main workers are in services (71%), which include government servants, trade, commerce, business, communication, storage and transport. Industrial workers in household and other-than-household constitute 3% and 13% of the main workers respectively. Other workers earn livelihood as cultivators, livestock and allied workers, labour and construction site workers (census, 1991).

2.2 SOCIO-ECONOMIC SITUATION

2.2.1 Social and Cultural Features

Social and Cultural Features of *Lucknow* City are summarized as follows.

- There are two major religious communities: *Hindus* and *Muslims*. *Hindus* are 79% while *Muslims* are 20% of the total populations. Other religious communities are *Sikhs*, *Christians* and *Buddhists* which are in minority.
- *Hindus* are divided into different castes and these caste identities are very strong. Important caste groups are *Brahmin*, *Thakur (Kshatriya)*, *Bhumihars*, *Vaishya* and Scheduled Caste & OBCs (Other Backward Classes).
- *Muslims* are divided into two sects: *Sunnis* and *Shias*.
- *Lucknow* has a large *Shia* population within whom *Muharram* is an important festival.
- In *Hindu* tradition rivers in general and *Ganga* in particular is regarded as sacred. Several religious rituals are either performed on the banks of rivers or river water is used.
- Most important among such rituals affecting quality of water in rivers is the cremation of dead persons. Remains of the burnt body are flown in the river.
- Statues of deities such as *Durga* during *Durga Puja*, *Saraswati* during *Saraswati Puja* are immersed in rivers after the festival is over.
- Apart from above, remains of daily *puja* at houses are also flown in rivers.
- More religious *Hindus* also perform morning prayers (*Surya Namaskar*) after bathing in rivers.
- In *Lucknow* there are some important Islamic religious places such as *Bada Imambara*, *Chota Imambara*. These religious places also perform the role of *Madarasa* (School). *Nadwa-Ul-Ulema* a famous institution for religious teaching is not very far from *Lucknow* and has important impact on *Muslim* community in general.
- A special feature is the presence of swimming clubs along river and are popular among youth.
- Visit to the city and talking to various people in the city it was felt that though river has religious connotations but these have lost meaning over time in *Lucknow*. River banks are hardly visited and apart from the Aged people, no one has any feeling of religious nature for Gomti.

2.2.2 Social Stratification

The understanding of the existing mix of socio-economic classes (SEC's) becomes very important because this eventually reflects on a need to have access to services and their willingness to pay. The observations made here are from the *Lucknow Master Plan 1996- 2021*, the findings of surveys undertaken by TARU Leading Edge, a Delhi based NGO, and the Master Plan Study for this project by the JICA Study Team. The social stratification in *Lucknow* can be summarised as follows.

- According to the survey undertaken by TARU it is observed that based on asset base and monthly per capita expenditure (MPCE), seven categories exist in the core area ranging from very high income groups to very low income groups, all with very different characters as shown in Table 2.1.
- Similar seven categories also emerged in the periphery areas but not much variation is observed in their character as a result of which some of the classes have been merged. The details of this distribution may be found in the Appendix A.

Table 2.1 People's perception on Ability to Pay and Willingness to gain Access to Improved Services

SEC	Ability	Willingness	Observations	Remarks
Upper (I, II)	Very High	Negligible	<ul style="list-style-type: none"> - Own arrangements already in place - Not interested until individual specific gains - Point to the failures of the agencies in the most vociferous ways - See other residents as "uncivilized and uneducated" - "Above and beyond" such issues 	<ul style="list-style-type: none"> - Smallest constituency - Important to consult - Support in implementation will be crucial
Middle (III, IV, V)	Moderate to high	Low	<ul style="list-style-type: none"> - Resources available but other priorities dominate - Largest proportion that thinks agencies as responsible whose failings justifies various individual actions - Wait for "time and place when things will happen" 	<ul style="list-style-type: none"> - Most important for achieving extensive coverage and ensuring maximum collection of revenue. - Can be a high-risk category until agency credibility is restored
Low (VI, VII)	Low	Moderate to high (if assisted)	<ul style="list-style-type: none"> - Constrained by lack of surpluses and access - Government seen as provider - Education and Training is more important - Insecurity of tenure/future - Access needed and take part if assisted 	<ul style="list-style-type: none"> - Highest need - Need for suitable financial options - May need a change in delivery institution

Source: TARU Primary Study, November 1996

The survey also tried to look into people's perception towards infrastructure being provided by the government and their willingness to contribute to efforts for further up-gradation of these facilities as follows.

- It has also been observed that adequate and safe water supply is the first priority among service for all the income groups in the society.
- It has been observed that the lower sections of the society are easier to influence and more willing to pay than their richer counterparts, even though their resources are limited.
- The upper and middle SEC class people are the strongest lobby against government officials and any program that is to impact the mindset of this class has to be routed through these official agencies.

- In the parallel there is also a need for capacity building of the government agencies so that the credibility with people can be restored and a relationship of faith is established.
- Sanitation inside the household is perceived to be the responsibility of individuals provided government fulfils its duties.
- Solid waste and drainage are considered to be externalities that the public agencies have to deal with.

In addition, the public awareness survey, which was conducted by the JICA Study Team, identifies people's perception as follows.

- People in all the income groups show an interest towards participating (71.6%) in the public campaigns and perceive them to be useful but till date they have not participated in any of the activities (70%) that have been happening in the past.
- The reasons to this fact that they have not been participating have not been formally inquired for.
- The people feel a need to be involved in awareness programmes but the preferred theme is not environment but "Sanitation", "Solid waste and Cleanliness" and "Health and Sanitation".

2.3 ENVIRONMENTAL HEALTH AND SANITATION SITUATION

2.3.1 Health Risk

The perceived health risk in the city has been estimated by looking at the data that are collected at the CMO's (Chief medical Officer) office, which is responsible for the collection of data from hospitals, urban family welfare centres, and voluntary organizations for communicable diseases. Table 2.2 shows the number of reported cases of communicable diseases in *Lucknow*.

Table 2.2 Number of Reported Cases of Communicable Diseases in *Lucknow*

Year	Gastroenteritis		Diarrhoea		Jaundice		Khasra (measles)		Food Poisoning	
	A	D	A	D	A	D	A	D	A	D
2000	2112	0	87	0	14	0	0	0	0	0
2001	677	0	22	0	10	0	31	1	95	0
2002	0	0	327	0	0	0	38	0	0	0
2003	232	0	752	0	0	0	9	0	58	0
2004	0	0	1255	3	26	0	12	0	0	0

Source: Health Directorate, Lucknow

A- Affected, D – Dead

According to the table, number of people getting affected by diarrhoea has been increasing over the past 5 years, having resulted in deaths in year 2004. This is also accompanied by reported food poisoning cases in the city, which is also one of the reasons for contacting acute diarrhoea.

In the year 1994 the city had been struck with an epidemic of Gastroenteritis¹. The present records point towards a drastic reduction in the number of reported cases, with no persons getting affected by the diseases in the year 2004.

According to Master Plan for *Lucknow* 1996-2021, most of the health risk in *Lucknow* comes from inadequate availability of water at household level (especially in low SEC's) and inadequate sanitation, solid waste removal and drainage arrangement at local level. The following cases reveal clear picture

- About 1000 deaths/year in *Lucknow* of children under 5 years from Diarrhoea (*Caimcross*, 1996, citing UP Voluntary Health Association 1995)
- Approximately 1 Million episodes every Year of Diarrhoea in same age group (*Cairncross*, 1996,

¹ Ministry of Environment and Forests; "A report on the state of Environment - Lucknow" January 2002

citing UPHVA, 1995)

- 1 in 5 in *Lucknow* children are affected with Roundworm (*Srinivas and Ahuja, 1985*) which contributes significantly to malnutrition
- 1 in 4 children in *Lucknow* slums are affected with Hookworm (*Srivastva and Rai, 1986*)
- A substantial risk of *Filariasis* with 2% of surveyed households including somebody with symptoms of this disease.
- More that 1 in 8 people practice open defecation
- 1 in 8 use service latrine (community toilet)
- In December 2003, 200 deaths had been reported due to spread of Dengue (CMO, 2004)

2.3.2 Water Supply and Environmental Sanitation^{2 3}

(1) Pollution in River Gomti

- The river Gomti, running through the Uttar Pradesh capital, *Lucknow* has been subjected to extreme pollution in recent years. Sewage, night soil & garbage continue to be dumped into the tributary of the Ganga.
- Drains in *Lucknow* dump nearly 300 million litres (MLD) of untreated sewage into the river every day.
- Eight points along the river were monitored for the quality of water & it was found that the bio-chemical cal oxygen demand (BOD) level had dropped to 2.3 mg/litre at the upstream of the barrage from the standard 6 mg/litre. The coliform count near Pipraghat in the downstream of the river was found to have risen to 24,000 against the standard 5000 for drinking water. The coliform count at Gaughat (upstream) was found to be close to acceptable levels at 4,500. But at the rate at which the sewage is being dumped into the river, it will not be long before the pollution level increases upstream too.

(2) Water Supply

Present situation of water supply in *Lucknow* can briefly be described as follows.

- The core city area is supplied water from the *Gomti* River after treatment in two water treatment plants at *Aisbaah* and *Balaganj*.
- Ground water provides for nearly half of the water supply in the city, but future management is expected to become more difficult due to declining well yields and possible contamination by on site sanitation and uncontrolled dumping of solid waste in water bodies. There is a plan to eventually switch over to the river water supply for most of the city in future.
- At present intermittent system of water supply is being followed in the city which puts the consumers to considerable risks due to contamination of drinking water with raw sewage and waste water in rains.
- Nearly 55 % of water production has been estimated to leak from a combination of sources including trunk mains, distribution system and service connections. This results in contamination and in low availability of water to consumers.
- A very particular problem in the city is the presence of old pipes for supply of water.
- At many places water supply lines passes through open drains and in old city areas are laid very

² Gomti River Pollution Control Project at *Lucknow*; *Urban Environmental Services Master Plan for Lucknow 1996 – 2021*; PMU, Deptt. Of Urban Development, Govt. of UP; NRCD, MOEF, Govt. of India; Overseas Development Administration, Govt. of UK

³ JICA Study Team; *Water Quality Management Plan for River Ganga in Republic of India, Sewerage Master Plan for Lucknow*; NRCD, MOEF, Govt. of India; 2003

close to the sewerage lines.

- In times when the water supply lines are empty the sewage and wastewater is likely to flow in these through weak joint and corroded areas, thus contaminating the total water system. The outbreak of cholera in 1987 was attributed to this route.
- While such epidemics are dramatic, the regular endemic toll of such diseases is also high as is evident from the CMO reports.

(3) Sewerage and Sanitation

Present situation of sewerage and sanitation can briefly be summarized as follows.

- Sewage is discharged untreated into *Nalas* and then into the *Gomti* River.
- The trunk sewer systems and pumping stations are in state of despair. Maintenance of branch and lateral sewers is limited to emergency clearance of blockages.
- Sewer blockages at many places results in discharge of sewage into surface drains which at present have taken the form of open sewers.
- The problem in sanitation sector seems to be very severe. In the areas that are already connected to sewers, the existing system does not work and the waste finds ways into surface drains via direct pumping or the increasingly popular flushing of waste into *Nalas* or local surface drains.
- In areas that are not connected to sewer system, leaching pits and septic tanks are being increasingly used.
- These systems are less of a hazard but only if proper design specifications are followed and they are emptied hygienically.
- The location of water extraction pumps also in the vicinity of septic tanks poses another problem because people end up drinking contaminated water.

(4) Solid Waste

The lack of adequate number of sweeper staff for managing the city is the main problem that is stated by the Municipal Authorities. Due to this the solid waste generally remains scattered around in the streets and open spaces eventually finding its way into the water bodies. This has recently become a prime source of contamination of these water bodies. Waste littered around in the streets also increases the menace of stray animals that can feed on these stacks.

Despite of this fact there seemed to be no evidence to suggest any effort towards developing a public private partnership for solving the ever increasing problem of solid waste.

2.4 SLUMS AND DHOBIGHATS

2.4.1 Slums in the city

The city has 647 slums having a total population of 10,18,000. The literacy level in Lucknow is approximately 69%. The decadal increase in slum population is given in Table 2.3

Table 2.3 Slum population of Lucknow (1981-2001)

(Unit: lacs)

Year	Total Population	Slum Population
1981	10.076	2.85
1991	16.692	2.778
2001	23.2	10.18

Source: Census of India, SUDA

Almost three-fold growth of slums in the last decade can be attributed to a combination of factors as summarised below

- Lucknow being the capital and major urban centre attracts migratory working population for work
- Lack of family planning measures lead to a disproportionate growth of population in slums
- Poor economic conditions – slum dwellers can neither pay rent for proper housing nor can afford to buy a house
- Desire to live close to one's own community
- Involvement of religious or political groups who have vested interests in developing slums
- Inability on the part of the local administration to prevent encroachment of government-owned land

The rapid growth and development of slums in the Lucknow city area has led to deterioration of its physical environment. Majority of slums have very poor water supply and sanitation facilities; most are either un-sewered or partially sewerred, with disposal of household waste water and solid wastes taking place directly into open nalas, which adversely affects drainage in these areas, leading to water logging. The poor environmental conditions within the slum areas have adversely affected the health of the residents. Financial constraints on the part of civic authorities and un-authorized nature of the slums have also contributed to non-delivery or partial delivery of basic amenities.

(1) Status of LCS and CTC facilities

There are 143 existing CTC's out of which 135 are operational.

The responsibility of construction of these CTC's is with the Nagar Nigam and DUDA. Nagar Nigam directly constructs through the engineering division and DUDA generally hires agencies like Sulabh and NEDA. The operation and maintenance is mainly done through the private contractors hired by either of the agencies or Nagar Nigam itself.

In return to this people have to pay user charges. The system works out as depicted in the figure 2.1.

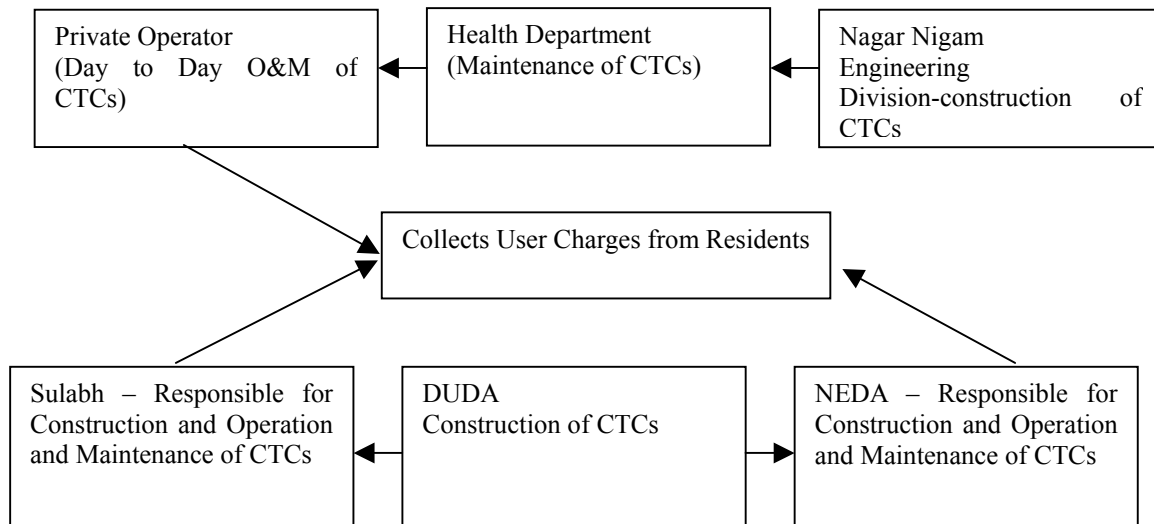


Figure 2.1 Existing Structure for O&M of CTC's

2.4.2 Dhobighats

Lucknow has 3 operational constructed and 13 traditional riverside Dhobighats.

Constructed Dhobighats are

- Billoachpura
- Hata Surat Singh
- Panni Wali Gali (Chowk)

Traditional Riverside Dhobighats are

- Barrage
- New Hyderabad
- Hanuman Setu Ghat
- Kudia Ghat
- Antip ghat (Gulala ghat)
- Baloo Wala Ghat (Chowk)
- Raj Ghat
- Gau Ghat
- Pakaria Ghat
- Pucca Pul
- Patora Ghat
- Hathi park
- Rauza Ghat

(1) Health Condition and Risks

The protection of health of the Dhobis has not really been considered as compared to the concern of the government and the non-government organisations for the health hazards faced by the scavengers. The Dhobis collect soiled clothes from households, hotels, hospitals and other establishments for cleaning. These clothes may be soiled with pathogenic bacteria and other hazardous stuff.

Chemicals used by dhobis .i.e. detergents, solvents, bleaching agents, dyes, cause various diseases including skin diseases. Common diseases prevalent among the dhobis include Dermatitis, Eczema, Throat Irritation, Dizziness, Chronic Bronchitis, Asthma, Amoebiasis, Gastroenteritis (Diarrhoea & Dysentery), Worm Disease (Ascariasis), Hook worm Disease (Ankylostomiasis), Anemia, Conjunctivitis, Cataract, Miscarriage, Typhoid, Malaria and dengue

(2) Environmental Status

The wastewater from the Dhobighats goes directly into the open drains without any treatment and the Dhobighats do not have adequate toilet facilities. Disposal of wastewater without any preliminary treatment to the drains finally finds its way to the river, contributing to the river pollution. Lack of toilet facilities at the Dhobighats also leads to open defecation or urination. General maintenance of the ghats was found to be poor, Nagar Nigam is responsible for the overall management of these ghats, but the day to day maintenance is taken care of by their respective associations. Majority (~74%) of the respondents are of the opinion that the ghats should be managed by their own association i.e. continuation of the present practice. Most of them do not have sheds for shelter, toilets, small drying space, resting place etc.

CHAPTER 3

INSTITUTIONAL ARRANGEMENTS
FOR
PP/PA PROGRAMMES

CHAPTER 3 INSTITUTIONAL ARRANGEMENTS FOR PP/PA PROGRAMMES

3.1 EXISTING IMPLEMENTATION STRUCTURE FOR PP/PA IN LUCKNOW

3.1.1 Present official Institutional Situation for PP/PA Activities

Table 3.1 summarizes present official institutional aspects of the sewerage scheme and related PP/PA activities in *Lucknow*.

Table 3.1 Present official institutions related with works in the sewerage scheme and PP/PA activities

Entities	Activities on Sewerage Scheme	Activities on PP/PA
State Urban Development Authority (SUDA)	<ul style="list-style-type: none"> - The apex, policy making and monitoring agency for the urban areas of the UP - Provides overall guidance to DUDA for implementation of community development programmes related to water and sanitation. 	<ul style="list-style-type: none"> - No activity for PP/PA
District Urban Development Authority (DUDA)	<ul style="list-style-type: none"> - Development of slum communities - Construction of community toilets in slums - Assistance in construction of IHLs. - Construction of drains and small bore sewers in slums; - Up-gradation of streets and roads 	<ul style="list-style-type: none"> - Coordination with Community Development Societies (CDSs) for awareness building and community participation
UP Jal Nigam	<ul style="list-style-type: none"> - Construction of water supply and sewerage networks. - Maintenance of Pumping Station and Treatment Plants. 	<ul style="list-style-type: none"> - Human Resource Development Cell is in charge of PP/PA related programmes in the field of water supply and sewerage schemes, which consists of CP wing and HRD wing as follows. - Community Participation Wing (CP) conducts IEC Programmes for creating awareness among the population. - Human Resource Development Wing (HRD) conducts Training Programmes for Capacity Building, but not for general public
Lucknow Jal Sansthan	<ul style="list-style-type: none"> - Ensuring potable water supply - Operation & Maintenance of Water Supply and Sewerage Networks - Collection of water and sewerage charges 	<ul style="list-style-type: none"> - No PP/PA activities are undertaken.
Lucknow Nagar Nigam (Health Department)	<ul style="list-style-type: none"> - Cleaning of the sewerage lines in case of blockage - Water quality Checks at consumer point 	<ul style="list-style-type: none"> - There is no specific department/section handling public awareness and education on hygiene and health issues in LNN. - The Health Department of LNN is in charge of sanitation in the city, protection of citizens from epidemics, and protection of food handling. - The Health Department consists of three sections which occasionally coordinates health and hygiene awareness and education activities in LNN. - Among them, the Environmental Sanitation Section exclusively handles hygiene and sanitation issues, but the main

Entities	Activities on Sewerage Scheme	Activities on PP/PA
<i>Health Directorate (UP)</i>	No related activities for sewerage scheme but is a state level agency responsible to care for the health of citizens	- emphasis is on slums. - Some public awareness programme on hygiene practices is co-ordinated through the district CMO's in the state.
<i>Chief Medical Officer (Distt. Lucknow)</i>	No related activities for sewerage scheme but are a District Level agency responsible to care for the health of citizens.	- Assistant CMO (urban) is responsible for conducting the awareness programme in the city as per the directions of the health directorate. - Programmes mainly concentrating in slum areas through health workers

Sources: Interim Report, UP Jal Nigam, Lucknow Jal Sansthan, Lucknow N.N, Health Directorate, CMO

In addition, Table 3.2 summarizes problems and difficulties to be overcome for effectively implementing the PP/PA activities which are perceived by those official entities.

Table 3.2 Problems and Difficulties for PP/PA Perceived by the Official Entities during the Sewerage Projects

Entities	Problems and Difficulties
<i>UP Jal Nigam</i>	- Age-old traditions, habits such as open defecation on riverbanks and religious faith like disposal of dead bodies and animal carcass into the rivers are the biggest hurdle in having desired effects of mass awareness campaign. - The problem can be overcome by extensive IEC methods for awareness on a regular basis, which is not possible at present due to non-availability of adequate funds. - At present the Jal Nigam does not have any expert staff on matters of PP/PA.
<i>Lucknow Jal Sansthan</i>	- They have till date not coordinated any PP/PA activity so are unable to comment on the difficulties faced.
<i>Lucknow Nagar Nigam</i>	- Lack of funds - Lack of staff - Lack of public awareness - People's behaviour – people throw garbage directly on the road or through nallas resulting in Blockades.
<i>Chief Medical Officer</i>	- People forget the instructions as soon as they are given to them

- Sources: Interim Report, UP Jal Nigam, Jal Sansthan, Lucknow N.N

On the parallel the feelings of people in Lucknow on the execution of PP/PA activities are reflected in the Table 2.1. In addition to that it is felt by people that the awareness programmes are more in the form of instructions given either in written or dictated at the time of outbreak of some epidemic. These information are distributed in the most uneventful and uninteresting way that people are unable to perceive them as being important enough.

It may thus be inferred that:

- The programme have to build a two way dialogue so that the faith of people can be restored on the government bodies and they have security of the fact that the services being promised will be delivered to them.
- Also the campaigns need to be interesting enough to attract attention and leave some impact on the minds of the people.
- The government bodies need to be strengthened to be able to carry out these programmes (in terms of provision of funds, new competent staff, capacity development of existing staff etc)

The observations on institutional aspects (as per Interim Report of JICA study team) show that there

seems to be lack of vertical integration among the different government structures in the hierarchy. The UP Jal Nigam at the state level has the power to control the funds and management of the project. At city level then there may be conflicts among Jal Sansthan and Municipal Corporation. Interaction among the different government agencies whatsoever for the purpose of implementation of the programs is recommended to effect higher levels of coordination. To create public awareness about the 'Water Quality Management Plan for River Ganga in the Republic of India' and its sustainability, a project officer has to be able to network with different government departments such as health and others, so that the idea can be approached as an integrated effort.

For the public awareness program the lowest level relevant structure may be the Health department of the Municipal Corporation. The Health department has two major functions – sanitary and health services in the municipal area. The sanitary wing is responsible for collection and disposal of garbage. The health wing provides free medical service to the people. The male and female health workers of the health wing of the municipality work in close contact with the people and that too at a vulnerable time (i.e. spread of epidemic etc) when a message regarding health will seem to be most sensible. They have the potential to encourage public participation with the respect to programs relating to health.

Apart from that there are other sets of problems that can be identified w.r.t the construction maintenance of Community facilities in low-income settlements. They are

- Lack of availability of space for construction of CTCs and/or IHLs
- Limited disposal options for the waste water as majority of areas are not covered by the existing sewerage system
- Lack of sense of ownership among the residents - facilities are looked upon as something that has been provided by the government, and it is the government's responsibility to "run" the CTCs
- Almost no involvement of the residents in design, location or O&M of the CTCs
- Difficulty in maintaining facilities that are affected by poor quality of construction resulting in frequent breakdowns, and eventual non-functioning of the CTCs
- Erratic power supply leading to non-functioning of pumps and thereby inadequate water supply affecting the cleaning of CTCs
- Resistance to payment of user charges in certain pockets leading to inadequate financial resources for O&M - "why pay for poor facilities?"
- Lack of cohesiveness or coordination between different agencies in implementation of the LCS programmes
- No mechanism for obtaining feedback from the users for any improvements

3.1.2 Present Situation of Community and Private Sector for PP/PA Activities

Here it becomes important to look at the existing informal setups because these have a potential to become the backbone of the whole project. Routing an idea for public participation becomes a lot easier if it is through such agencies. The selection of target groups to reach the population thus shall be based on observations made in this section.

(1) Community Structures in Lucknow

It has been identified that at present there does not exist any Community structure in the city that is strong enough and can be taken as a base to spread the message.

1) Resident Associations

Some individual efforts are made at the level of residential associations where people are coming together to pool in money and employ sweeper at the society for regular cleaning and collection of solid waste. But these systems have not been institutionalised in any form

and operate at a very miniscule level. One example of such collaboration is happening in Vikas Nagar area of the city. The city administration acknowledges their existence but there is no regular dialogue between the two and there has never been a conscious effort to replicate the idea.

Examples of these are very few and the existing ones are also only in the areas with recent development and not in the core (old) city.

2) Resident Community Volunteers

Another example of a community structure can be seen in the slum settlements of the city, which have been perceived as future beneficiaries of PP/PA. This is a network of resident Volunteers created under DUDA (District Urban Development Authority) known as 'Resident Community Volunteers or RCV's.

For every 25 families there is one RCV. The RCV's run Swasthya Ghar or Health Home which is a small room in one of their houses where they stock medicinal supplies given to them and conduct meetings/consultations with local women. These RCV's provide counselling, first aid and detection of emergencies. These RCV's are responsible for educating the public on hygiene practices through personal meetings and advise them on other health matters.

3) Durga Puja Samities

Durga Puja is an important festival for the Hindus and is celebrated with lots of Vigour. Each resident society organises celebrations at this festival time for which they have Durga Puja Samities.

The main function of samities is to collect money and organise the function. They are otherwise dormant for the whole of the year and become active only during Puja time.

(2) NGOs and CBOs in Lucknow

1) NGO's in Lucknow

It is estimated that several hundred NGOs are existing in the city but a comprehensive list of the same could not be obtained.

Though the need for co-operative relation is felt by the authorities as well as by the NGOs/CBOs there does not seem to exist any at present.

A few NGO's known in the city and working in the fields of Environment and Sanitation are thus listed in table 3.3.

Table 3.3 NGO's working in Lucknow and their areas of expertise

Name of NGO	Areas of Expertise
Ankur Yuv Chetna Shivir	<ul style="list-style-type: none"> - Hygiene Promotion - Environmental Health * was Contracted for formative research and Hygiene Promotion Component of Environment Health Consultancy under <i>Gomti River Pollution Control Project</i>
SEWA (Self Employed Women's Association)	<ul style="list-style-type: none"> - Economic empowerment of Women's – encouraging formation of Self Help Groups and establishing small scale enterprises - Micro Finance and Micro-credit - Enhancing Livelihood means through promotion and marketing of local art and craft - Training and Awareness programmes
SPARC	<ul style="list-style-type: none"> - People's empowerment - Community Development - Rehabilitation and resettlement through participatory approaches - Known for its works in Street Children in Bombay - Urban Land and Housing
Vatsalya	<ul style="list-style-type: none"> - Community Development - Reproductive Child Health Issues - Female Foeticide
SPARSH	<ul style="list-style-type: none"> - Education (has experience to run programmes with school children in various Indian cities) - Public Health - Sports - Disabled
Centre for Environment and Health	<ul style="list-style-type: none"> - Environmental Education - Research on environmental Issues - Awareness on Hygiene
Laxhmi Sansthan	<ul style="list-style-type: none"> - Women's Empowerment - Health Education
Vigyan	<ul style="list-style-type: none"> - Education Programmes Among Slum children - Adult Education (Night Schools etc)
UPVHA (Uttar Pradesh Voluntary Health Association)	<ul style="list-style-type: none"> - Health and Hygiene awareness - Medical Camps - Female Health (RCH)
Akhil Bhartiya Ekta Parishad	<ul style="list-style-type: none"> - Environmental Education and Training - Providing relief work during natural disasters.
Ali ganj mahila bal kalyan samiti	<ul style="list-style-type: none"> - To promote wasteland development by community involvement to implement pollution control measures - To encourage the youth for the tree plantation - To implement a number of the other activities oriented to education, social service, and vocational training.
Bharat Sarvodaya Samaj	<ul style="list-style-type: none"> - Organizing eco-development camps - Providing relief in areas devastated by floods and drought.
Gramya Vikas Sansthan	<ul style="list-style-type: none"> - Social work including environmental awareness camps, population controls programme, rural development and cultural programme.
Kendriya Nehru Smarak Parishad	<ul style="list-style-type: none"> - Environmental education and training - Rural a forestation, including pasture improvement and forest conservation - Improving rural sanitation - Installing biogas plants
Learning centre	<ul style="list-style-type: none"> - Publishing environmental literature - Engaging in environmental education and creating environmental awareness - Constructing gobar gas plants in villages - Plantation and installing hand pumps.
- Source: Information gathered through discussions and meetings	

2) Community-Based Organizations

The various community-based organizations form the last, but probably the most critical link between the authorities and programme implementing agencies. These organizations are involved in community development activities and therefore, play the role of “catalyst”. Their position is vital to the success of future low cost sanitation programmes in the target cities. These organizations typically have a three-tiered structure:

- Community Development Societies (CDSs)
- Neighbourhood Committees (NHCs)
- Neighbourhood Groups (NHGs)

Community Development Societies

CDSs or Samudai Vikas Samitis comprise 10 or more NHCs representing about 2500 families. These societies or samitis are created among communities to empower women in the decision-making process and enable them to put forward their needs and demands. Typically, each “samiti” has 20 members, all women, and is headed also by a woman. Meetings are held every month and proposals for funding are presented to the “Nagar Ayukta” for possible financial support. These “samitis” also network with the Health Department of the Nagar Nigams and other urban development organizations. The duties attributable to the “samitis” include:

- Identification of beneficiaries;
- Preparation of community plans and mobilizing resources;
- Monitoring of repayment and recovery;
- Liaise with Governmental and non- governmental agencies; and
- Creation of community assets and maintenance of the same.

Neighbourhood Committees

NHCs comprise 10-12 Resident Community Volunteers (RCVs) representing about 250. They are responsible for identifying the local “problems”, motivating the NHGs and developing community-based credit thrift societies. They also facilitate the process of identifying the training needs and capacity building programmes.

Neighbourhood Groups

NHGs comprises women from 10-40 households with a RCV as its head. They facilitate the processes related to:

- Planning, implementation and monitoring of activities at the cluster level;
- Formation of credit and thrift society; and
- Collection of household data

(3) Ward committee

At the present there do not exist any Ward Committees that are functional in *Lucknow*. Area representatives known as Ward Councillors are elected every 5 years that represent a particular ward but while discussions with some prominent people of the area they complained that these councillors can be seen in the area only at the time of the elections, and work more to their own benefit.

Ward Committees may be considered for involvement in the PP/PA programmes but there will be a need to initially create the setups before a programme or activity can be routed through them. Ward committees are the grass root bodies that have been vested with the financial and administrative powers after 74th Constitutional Amendment Act. The elected representatives of the ward committees shall be members in the Municipal Council. The committee is an important elected body that will interact with the people at the grass root level and also has members nominated by the State government.

The constitution of ward committees in urban areas has a great potential to empower women and other weaker sections of the society who otherwise find it difficult to voice their opinion in any public forum. However, it must be pointed out that except for Ahmedabad the Ward Committee is not been working effectively in any other city, town or urban area in the country. The problem lies with the State government and the municipality who have not been able to delegate both administrative and financial powers to the Ward Committees. There is an urgent need to harness the potential of the Ward Committees to help urban governance particularly with grassroots participation.

(4) Mass Media in *Lucknow*

There exist several mass media in *Lucknow* and play important role in information dissemination. Various Regional Newspapers and those that have local additions for the city are

Table 3.4 Local Newspapers in Lucknow

Status	Numbers	Names
Daily	8	<ul style="list-style-type: none"> • The Pioneer Aj, <i>Lucknow</i> • Rashtriya Sahara (Hindi) • Sahafat (Urdu) • Swatantra Bharat (Hindi) • Times of India, • Amar Ujala • Danik Jagran
Weekly		
Fortnightly		
Monthly	1	<ul style="list-style-type: none"> • Rashtra Dharm
Quarterly	1	<ul style="list-style-type: none"> • Patrakar Sadan

Source: Indian Newspaper Survey; 2001

Various local Electronic Media popular in the local masses are

- TV Channels – Doordarshan, Rashtriya Sahara (UP), Etv Uttar Pradesh
- Radio - Akash Vani, FM radio

(5) Organisations having influence on Religious communities

Because Hindus and Muslims are the two major religious communities in the city so the influential groups being identified are:

1) Hindu

- Vishva Hindu Parishad (VHP)
- Rashtriya Swam Sewak Sangh (RSS)
- Bajrang Dal

2) Muslim

In *Lucknow* there are some important Islamic religious places such as Bada Imambara, Chota Imambara and Jama Masjid. These religious places also perform the role of Madarasa. Nadwa-Ul-Ulema a famous institution for religious teaching is in *Lucknow* itself and has important impact of Muslim community in general.

(6) Clubs

The clubs in recent years have taken a very central position in the cultural lives of the rich and higher class people. Thus, they may be a very effective media to attract their attention and get them interested to participate in other PP/PA activities. A few prominent city clubs are

- Kaisarbagh club
- *Lucknow* Club
- *Lucknow* Golf Club
- Muhammadabagh
- Police Officer's Club
- Railway Club
- Rifah-i-Am Club
- YMCA and YWCa clubs

(7) Others

1) Swimming Clubs

There exist Swimming clubs along the river that are doing good business and are popular among the youth

Their popularity is mainly among Youth in the MIG classes

2) Educational Institutions

The city has a rich culture in literature which has been influenced by the Islamic tradition. The presence of various well reputed educational institutions supports the fact. A large number of people living in the city are directly or indirectly related to these institutes or have their children studying in them so programmes routed through the institutes may have a mass appeal.

The various reputed institutes are

- *Lucknow* University
- Giri Institute for Social Sciences
- Isabella Thodurn College
- Jaipuria Institute of Management
- National Degree College
- Institute for Engineering and Technology
- Indian Institute of Management, *Lucknow*
- Awad Degree College

3) Health Institutes

Three Voluntary Health Bodies identified are

- Hitkari Mahila Bal Kalyan
- All India Women's Conference
- Family Planning Association of India

The main government hospitals in the city that can be roped in the program are

- King George Memorial Hospital
- Balrampur Hospital

Table 3.5 Analysis for Community and Private Sector Institutes

Institution (non- Govt.)	Present Status	Can it be used in PP/PA		Reason	Perceived role and Required Effort
		Yes	No		
Resident Associations	Exist in very few areas		X	Will take effort to creating and may not have a long term sustenance need	-
Resident Community Volunteers	Exist		X	Are meant to be active only in slum areas	-
Durga Puja Samities	Exist	√		Active during a festival when the Idols immersed in the river contribute significantly to river pollution	As carriers of the idea for dissuade people from idol immersion or the use of safer materials Efforts have to be made to contact and make them active much before the Puja
NGO's	Exist	√		Organisations directly linked to the people	As Grassroot implementing agencies
CBO's	Exist	√		Are involved in community development activities	As agencies or groups for operation and maintenance of the constructed community facilities Capacity building programmes will be required
Ward Committees	Do not Exist	√		They have a legal status, and formation if this is mandatory for every city municipality	The lowest level in hierarchy, the community representatives from these ward committees may link with the implementing agencies and the people, informally a part of the implementing structure They have to be formulated in each of the 100 wards of the city
Clubs	Exist	√		Are popular in the high income groups which are otherwise difficult to capture attention of	To get the HIG people interested in the idea. The club organisers have to first agree with the idea
Religious Organisations	Exist	√		Religious leaders have say in their respective communities	Initially to reach people in various communities. First they themselves have to be convinced with the idea, but care must be taken that we do not breed competition among various leaders and help them formulate separate lobbies for their own interest.
Media	Exist	√		Best way to reach the people	For the publicity campaigns to reach the people.
Swimming Clubs	Exist	√		Are directly associated with an activity that relates to the Gomti	Located along the banks they may be effective carriers of the idea The club leaders owners and trainers may need some initial workshop or training session
Educational Institutes	Exist	√		Are centres of Youth activity	Spreading into children and Youth Special programmes targeting them.
Health Institutes	Exist	√		Can best propagate the idea of Hygiene Education	To spread the idea

3.2 PROPOSED INSTITUTIONAL STRUCTURE

3.2.1 Basic Concept and Approach for the Structure

(1) Constraints and the Concept to Overcome those Constraints

In the preview of the Present Institutional Situation for PP/PA Activities, the problems and difficulties mentioned above, which can be referred to as “constraints”, a concept to overcome those constraints which was discussed in the Hygiene Education Plan by the JICA Study Team mentions the need for a specific function among the official sector and private sector to have a holistic approach for the PP/PA programmes. The concept to overcome those constraints discussed in the Hygiene Education Plan is as follows:

The Concept to Overcome the Constraints:

- *The best use of competence, expertise and ability of each actor*
- *A multi-sectoral cooperation*
- *The full utilization of available equipment and tools at present*
- *Positive introduction of the public participation approach*

(2) Approach of Intermediation by Local Bodies

As discussed in the Hygiene Education Plan Study by the JICA Study Team, an “Approach of Intermediation by Local Bodies” shall in principle be employed for considering the function. The approach is as follows.

Approach of Intermediation by Local Bodies: *In order to efficaciously implement the ‘Public Participation’, intermediation of local governmental bodies is necessary. The Constitution (74th Amendment) Act 1992 has empowered the Urban Local Bodies as self-governing local institutions. Therefore, their active involvements in the Public Participation are expected as follows.*

- *The intermediation of the Human Resource Development (HRD) cell at UP Jal Nigam, Nagar Nigams, as Project Implementing Agencies (PIA) in the four cities is required for the approach, which may be the basic idea of PP/PA activities of YAP-I, proposed institutional arrangements for YAP II by NRCD as discussed section of ‘Multi-Sectoral Cooperation’.*
- *Because these local authorities are placed between the related ministries/agencies at the central government level, and the private sector including individuals so as to be able to work as the intermediate actors for connecting and communicating between them.*
- *As well, local functions of each Ministry such as the Hospitals, Health Posts, Health Centres, elementary and secondary schools, and public mass media like the national TVs are expected to work as the intermediate actors.*

(3) Role of Nagar Nigam

In addition to the approach, considering the nature of PP/PA programmes, for effective and direct communication with the communities and population of Lucknow City, Lucknow Nagar Nigam needs to play a critical and central role in the function to be proposed for PP/PA programmes. Relation with other entities is discussed in the following sections.

(4) Horizontal Cooperation

In accordance with above noted concepts and the Hygiene Education Plan by the JICA Study Team, the institutional arrangements as well as the experiences from PP/PA activities of Varanasi Nagar Nigam (because it is pilot study area) can be referred as example and utilized for other three municipalities, termed as ‘Nagar Nigam –Nagar Nigam Cooperation’. The horizontal cooperation

system should be adopted for effective implementation of the PP/PA programmes in *Lucknow Nagar Nigam* as well as other three municipalities.

3.2.2 Proposed Structure

A review of the existing situation reveals that there is no structure at present that takes care of the PP/PA activities in the state. There is a Human Resources Development wing in the *UP Jal Nigam* that manages some IEC activities.

Similar structures at the city levels that is into coordinating work of this nature exists only in *Varanasi* but the need of time is to have an agency that can lead to a coordinated effort in all the four cities. The idea of creating a new structure at city level for a short period of five years may not be very feasible because this would add on to the complexity of existing functions. Thus the proposal looks at the State Co-ordination cell to be the nodal agency for monitoring and co-ordination of the work in four cities.

For implementing the works Health officer in the Nagar Nigam will be the main authority answerable to the Municipal Commissioner and provided with additional technical staff to support on the programme. This addition of technical staff is very important because at present the Nagar Nigam does not have a qualified person to deal with the PP/PA issues and monitor its progress.

The hierarchy of the implementation structure is as explained in figure 1. The emphasis at the implementation level shall be on the Nagar Nigams of the four cities. The details functions of the various divisions shall be as described

(1) NRCD

NRCD is the nodal central entity to deal with river water quality management. As has been reviewed in the 'Hygiene Education Plan for Urban River Environment' prepared by the JICA Study Team, NRCD has proposed organizational arrangements of '*Suggested Institutional Framework for YAP II*' and '*Proposed National Public Participation & Coordination Cell (NPPC)*' for the implementation of PP/PA activities under the YAP II.

1) New Organizational Arrangement for NRCD PP/PA Cell

The basic idea of those organizational arrangements can in principal be supported for the effective implementation of the PP/PA programmes for the priority projects of the sewerage scheme of *Lucknow City*. However, those organizational arrangements are at a proposal stage and there does not exist any such a function in NRCD at present. Therefore, a PP/PA Cell, which tentatively may be referred to as NRCD PP/PA Cell (NPPAC) shall be exclusively set up for overseeing and advising PP/PA programmes in *Lucknow City* as well as in other three cities of *Allahabad*, *Kanpur* and *Varanasi* which are the study area.

In accordance with the priority projects' schedules, NRCD shall constitute NPPAC to enforce necessary actions as shown in table 3.6.

Table 3.6 Organizational Arrangement for NRCD

New Section	Position	People	Establishment Year
NRCD PP/PA Cell (NPPAC)	Under the 'Joint Secretary (project)'	3	2007

2) Necessary Staff

In accordance with the construction of the priority projects in *Lucknow City* as well as other three cities, NPPAC section will advice and coordinate with related official entities to

oversee PP/PA programmes in Lucknow City, as well as other cities.

As discussed in the 'Hygiene Education Plan', the following expertise and disciplines shall be in any event incorporated into those arrangements (NPPAC) to be upgraded as a new function of NRCD for sound implementation of the 'Hygiene Education' and heightening public awareness on hygiene, mutual understanding among actors, burden sharing and urban river environment through the PP activities and other approaches.

- Public Health and Environmental Sanitation
- Public Education
- Environmental Education as a Whole

Therefore, three people in charge of NPPAC are required to implement the related activities as summarized in table 3.7.

Table 3.7 Necessary Staff for NRCD

Position	No.	Expertise	Main Activities
Chief	1	Public Health Expert	Management and Planning
Staff A	1	Public Education Expert or Social Science Expert	Coordination on related activities
Staff B	1	Environmental Education Expert including Social Environment Consideration Expertise	Coordination on related activities
Total	3	-	-

(2) Committees

Two committees shall be formed in 2007 to vertically and horizontally overlook each related actor and entity from the state level and the community level, the programme implementation and the success.

Based on above discussion, the committees are proposed as shown in Figure 1.

1) State Co-ordination Cell

This shall be the committee through which works in the four cities will be co-ordinated. The cell shall consist of members of the PIC of the target cities and representatives from ministry of Urban Development, NRCD and the central level Project Management Consultant.

The main functions of the cell shall be

- Overall supervision of the PP/PA programmes in the target city.
- Consultation and coordination with other relevant Ministries and other official entities like Health & Family Welfare, Human Resource Development, CPCB and etc. to get necessary technical advices and information to be required to perform technical advices on the PP/PA programmes in all cities.
- Consultation with and making advices and supervising to all the Nagar Nigams for the PP/PA programmes and related activities

Frequency of meetings – every three months with rotation in the target cities and shall be chaired by the secretary Urban Development.

2) Sanitation Promotion Committee

This committee shall be at the local city level to monitor the progress of work and shall consist of representatives from Nagar Nigam, Jal Nigam and Jal Sansthan.

The main functions of the PIC shall be

- Overall supervision of the PP/PA programmes in *Lucknow* city.
- Setting and monitoring of yearly targets
- Consultation with and making advices and supervising to Local Consultants to be employed for the PP/PA programmes and related activities
- Internal consultation and, coordination with, technology transfer and reporting to the committee members, and feed backing to the State Co-ordination Unit on the PP/PA activities in *Lucknow* City.
- All the yearly campaigns and programmes to be executed in the city will need sanction by this committee.

Frequency of meetings – every month to review progress

The meetings shall be chaired by the Municipal Commissioner and supported by Health Officer of the city.

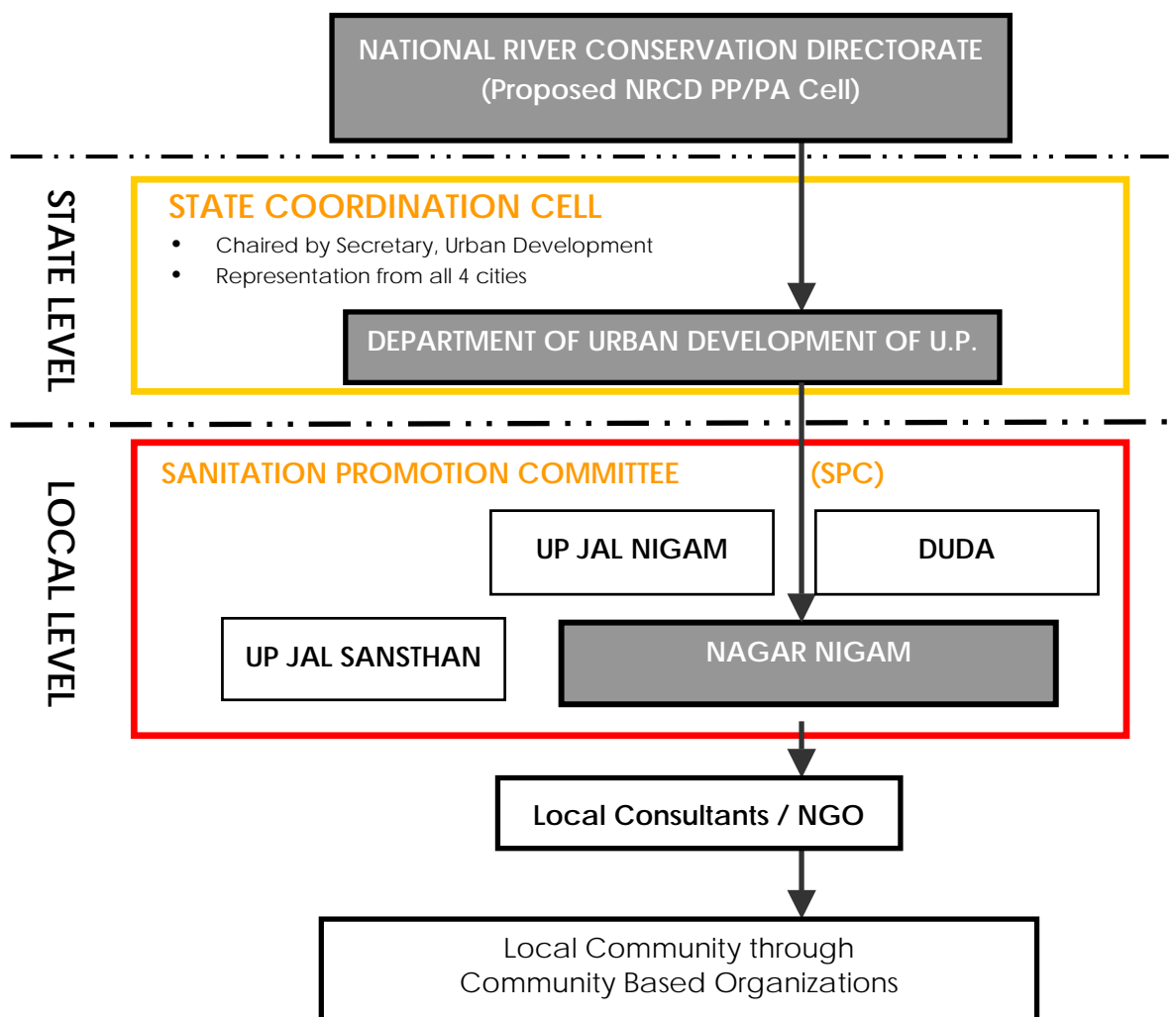


Figure 3.1 Proposed Organisational Structure of the Implementing Agency

(3) Local Bodies in *Lucknow*

The various functions and structures to be added in the local institutions are as explained below

1) Nagar Nigam

The Health Department of *Lucknow Nagar Nigam* (LNN) is in charge of health and environmental matters. The department consists of three sections among which the Environmental Sanitation Section exclusively handles hygiene and sanitation issues. However, there is no specific section or personnel handling PP/PA activities for sewerage scheme at all in LNN at present.

For smooth implementation of the PP/PA programmes in *Lucknow City*, as mentioned above, LNN shall perform a critical and central role for effective and immediate communication and interaction with the communities, the private sectors including NGOs and CBOs and individuals in *Lucknow City*.

Therefore, it is advised that the Health officer at the Nagar Nigam shall be given the responsibility of managing the programme in their respective cities. To provide for the lack in a technical person knowledgeable in the field of PP/PA work additional staff on contract basis shall be provided to the Health Department and one assistant that shall also take care of the extra administrative work that may accrue to the office owing to the additional responsibility.

The additions required thus are explained in table below.

Table 3.8 Staff required at Nagar Nigam

Position	No.	Expertise	Main Activities
<i>Project Officer</i>	1	Public Education Expert or Social Science Expert	Management, Planning and consultation with UPJN, LJS, NRCD and other official entities Coordination and Facilitation with Local Consultants, NGOs and CBOs and Communities
<i>Assistant</i>	1	Person with secretarial qualifications	Assist

It has two roles to play in the whole system.

One is providing help to the Local Consultative Group in conducting the programmes in the city i.e. act as a facilitator to the whole project (For example the project officer may help the Consultative Group provide links to the various government officials when their role is required in the awareness programme and make sure of their availability etc). It shall be coordinating efforts with the Local Consultative Group to streamline things in the municipal corporation for better communication with the public and making the whole effort more transparent. This is very important because the present structures are hierarchal bodies where the voice of people is given very little importance.

Secondly it will be coordinating with the PIC to synchronise the developments in PP/PA with other programmes being undertaken as the overall project and that may have relevance to PP/PA. Through him the need to have training programmes for the staff of the municipal corporation for better communicating skills towards participatory planning can be conveyed and thus effective capacity building held. He shall also be responsible to coordinate with the Jal Nigam and Jal Sansthan, keeping the officers there updated for the latest progress in work and managing program execution.

2) Lucknow Jal Sansthan

Lucknow Jal Sansthan (LJS) is in charge of the operation and maintenance including collection of water and sewerage charges. Therefore, one or two officials of LJS shall be assigned for the coordination and consultation for facilitating the programmes in addition to their daily duties.

They shall represent the concerns of LJS in the PIC meetings and it shall be essential for one person at least to be present in the meetings.

(4) DUDA (District Urban Development Authority)

DUDA is the nodal agency responsible for the construction of CTC and Dhobighats in the district. Therefore it is important to have the presence of one of the officials for coordination and consultation with the PIC and State Co-ordination Cell for the PP/PA programmes in *Lucknow City*

One officer at DUDA shall be given the additional responsibility for representing the concerns of DUDA in PP/PA work in *Lucknow city*. He shall also be responsible that DUDA is adequately represented in the PIC meetings and co-ordinate works with the Municipal Corporation.

(5) UP Jal Nigam

As mentioned above, UP Jal Nigam (UPJN) has Human Resource Development (HRD) Cell through which PP/PA related activities are facilitated in *Lucknow City*. Therefore, HRD function can be utilized as a suitable institutional organization for coordination and consultation with the PIC and State Co-ordination Cell for the PP/PA programmes in *Lucknow City*. Therefore, one or two officials of HRD shall be assigned for representing the concerns of UPJN in the PIC and co-ordination wherever required in addition to their daily duties.

It shall be essential for one person at least to be present in the meetings.

(6) Project Management Consultant

The PMC shall be the nodal person establishing the much-needed link between NRCD and local level implementation. It shall have a reporting relation to NRCD and consultation and receiving reports at the local level.

Apart from that his office shall be responsible for monitoring work progress in the four cities and ensuring that horizontal co-operation happens. He shall be present in the meetings of the State Co-ordination Cell that are held every three months with rotation in the four cities. He shall also be responsible for technical advices to the Municipal Corporation whenever required.

Monthly, Quarterly and yearly review reports shall be sent to NRCD and their comments on the work progress monitored. It shall be the duty of the PMC to make sure that the suggestions made by NRCD are incorporated at the grass root implementation level.

In terms of the horizontal Cooperation the main duties of PMC shall be

- To share each experiences and issues of setting up institutional arrangements, preparation of PP/PA programmes, communication with communities and so on.
- To share necessary resources for the PP/PA programmes.

(7) Local Consultant

The body shall be hired by the respective Nagar Nigams and will execute the work in the city under

the guidance of Health officer at Nagar Nigam.

The consultant shall be the link between the authority and people and will be reporting regularly on monthly basis to the office at Nagar Nigam. He shall execute the programme through Ward Committees who shall have required representation of civic society groups.

(8) Local Groups

The people as of themselves cannot interact with the agency on individual basis but will have to be formed into groups through which the programme will be routed. These groups will then join at the ward level to form ward committees which shall interact with the implementing agency.

1) Ward Committees

It shall be inquired if there are existing Ward Committees in the four cities and what is their status in terms of legal powers, representation and effectiveness in reaching the people. As per the results it shall be decided if new Committees have to be constituted in the cities or the existing ones have to be strengthened.

The main idea is to have adequate people's representation in these committees. People's representation will such that the elected representatives of the Resident Welfare Association, Community Groups and other Civil Society Groups find place in the Committee and have influence over the decisions that will take place.

The ward (despite its shifting ward boundaries based on electorates) can be seen as a basic unit for carrying and coordinating the activities. At an ideal of 30,000 persons (6000 families) it can offer a people centric framework with the "Ward Committee" as an accountable elected representative at the helm of a transparent plan as a platform for change and investments.

Workshops and the monthly review meeting of these committees with the NGO shall be are regularly organised. In the workshops, the area officers of Police, Lucknow Jal Sansthan, and Development Authority will also be present. These meetings will be used to discuss the work progress in the areas and their problems and find out mutually agreed upon solutions to these problems.

Apart from that this shall be the group that has to be present for the Necessary Explanatory Meetings as described in section 4.2.2

2) Associations

These groups may be referred to as 'Mohalla Committees', 'Community Groups', 'Resident Welfare Associations' or something of the like according to the nature of people that formulate the group. These associations will form of group of families residing in one geographical location and will select representatives from among themselves.

According to the previous analysis the suitable groups may be from within or exclusively of Durga Puja Samities, Ward Committees, Clubs, Religious Organisations, Swimming Clubs Educational Institutes, Health Institutes etc.

The elected representatives will be responsible for conveying the people's message to the Ward Committees and the programmes and policies to the people. They will be the link for effective participation. For execution of any programme for awareness these representatives shall be contacted by the local consultant and they will ensure public support in their area.

Slum CBO

In case of Slums and works related to non-sewerage works, special groups shall be constituted known as Slum CBO's. One Slum CBO shall comprise of 10 slum Neighbourhood Groups which in turn will roughly comprise of 2000 persons or 400 families. This number may vary depending on the physical distribution of slums but only to the extent of 5%.

3) Citizens Committee

Citizens committees exist in all the four cities but are not very active. These committees shall be strengthened and the PIC shall regularly inform about their decisions and future plans to the committee and the ward committees.

The citizens group shall also submit monthly reports of work progress to PMC, who shall also receive report from PIC, and thus monitor the work progress.

CHAPTER 4

PROGRAMMES TO BE IMPLEMENTED

CHAPTER 4 PROGRAMMES TO BE IMPLEMENTED

4.1 BASIC STRATEGY FOR PROGRAMMES

Based on discussions previously in the document a basic strategy to be employed for the PP/PA programmes for *Lucknow* city may be summarised as follows.

- Based on health situation in *Lucknow* city, it is reasonable to say that health benefit can be used as an incentive to initiate the PP/PA programmes.
- Based on the people's perception and the nature of sewerage scheme, it is reasonable to say that main target of the PP/PA programmes shall be HIG and MIG.
- Based on the nature of non-sewerage scheme it is reasonable to say that the main target for PP/PA programmes on non-sewerage shall be the slum and LIG communities
- Overall the PP/PA programmes detailed in the report shall cover the entire city and all its inhabitants.
- There will be two faces to the PP/PA Programmes - ones that shall be planned and conducted in parallel with the schedule of the events and topics of the priority projects of *Lucknow* and second the regular programmes revolving around the Hygiene Education Concept to establish the needed link between sanitation and Health.
- The main focus for the programmes associated with the sewerage component shall be to generate an improved understanding of health-hygiene as well as generating willingness to pay
- The main focus of activities related to non-sewerage shall be on improving their facilities by providing low-cost sanitation systems which will have more direct correlation with their improved health and hygiene
- Most of HIG homes are well connected to sewer lines or have installed systems of their own, so it seems that HIG do not perceive health as a big personal problem, even then it is a community problem and there is a risk of health for them as well. Therefore HIG shall be involved as the main target to share issues and the cost accordingly.
- People residing in slums shall be dealt with by the non-sewerage scheme of LCS and CTC projects of the JICA Study. However these shall be secondary and tertiary target as a future beneficiary of the sewerage scheme.
- All programmes should move towards building a relation of trust between the people and government machinery.
- Programmes will ensure active involvement of community and officials at all stages of decision-making.
- The programs shall be routed through the existing community structures.
- The activities are being designed for the first phase of the priority projects up to the year 2012.

4.2 PRIORITY PROJECTS AND TIMING OF PP/PA RELATED ACTIVITIES

According to the construction and rehabilitation schedule of the priority projects prepared, the main PP/PA related activities and the suitable timing are summarized in Table 4.1.

The first four activities are related to the setting up of the Structures for the execution of the PP/PA programme which has been explained in the previous section and the details of the PP/PA programmes shall follow further in the report.

Table 4.1 Priority Projects and Timing of PP/PA related Activates

Priority Projects of Lucknow	Description	2007	2008	2009	2010	2011	2012
Non-Sewerage works							
Demonstration Projects	New Construction	*****					
CTCs and CDGs	Const./Rehab.		*****	*****	*****	*****	*****
District IV							
1. CIS Gomti Relief Sewer	New Construction				*****	*****	-----
2. CIS Gomti SPS	Rehabilitation					*****	-----
3. Martin Purwa MPS	New Construction				*****	*****	-----
4. Rising Main from Martin Purwa MPS	New Construction					*****	-----
5. Sultanpur Road Trunk Sewer	New Construction				*****	*****	-----
6. Matemau STP	New Construction				*****	*****	-----
District III							
7. Rising Main from Mohan Meakin PS to TGTS (new)	New Construction					*****	-----
District IV							
8. Trunk sewers	Rehabilitation				*****	*****	*****
PP/PA related Activities	Entities	2007	2008	2009	2010	2011	2012
1. Organizing NPPAC	NRCDD	***_	-----	-----	-----	-----	-----
2. State Co-ordination Cell	NRCDD, UPJN,LJS, LNN	***_	-----	-----	-----	-----	-----
3. Program Implementation Committee (PIC)	LNN, CBOs, NGOs etc.	***_	-----	-----	-----	-----	-----
4. PP/PA Programmes	Campaigns, and others						

* Construction and preparation, --- operation and execution, PP/PA Activities

4.3 APPROACH AND TECHNIQUE

(1) Approach

Based on the discussion at the Hygiene Education Plan by the JICA Study Team, the approach to be employed to the explanatory meetings and programmes mentioned the following section is the 'Participatory Approach'.

(2) Technique

In addition to the approach, the leading participatory techniques of RRA, PRA (PLA: Participatory Learning and Action: more process oriented technique of PRA) and PCM can be utilized to find some problems, solutions and make plans in the meetings. Those techniques are summarized in table 4.2.

Table 4.2 Participatory Analysis and Planning Techniques

Participatory Planning Techniques	Description
RRA (Rapid Rural Appraisal)	A social appraisal approach for development assistance projects using interviews and other methods. This is said to be an effective way to understand the qualitative needs of residents in the project area within a relatively short period.
PRA (Participatory Rural Appraisal)	The basic concept is the same as for RRA, except that this method is more oriented to regional residents than RRA. Among the RRA approaches, this method utilizes means (discussions among residents, etc.) that allow implementation by residents themselves.
PCM (Project Cycle Management)	A method to control a series of cycles including planning, implementation, and evaluation of the development project by means of a project outline table called the Project Design Matrix (PDM).

Source: 'Tentative Guidelines for Optimisation of Operation and Maintenance of Sewerage Works in Developing Counties', IDA Water Series No.12, October 2001, Infrastructure Development Institute (IDI) – Japan

4.4 Necessary programmes to be Implemented

As has been observed earlier the programmes being elaborated further shall be seen in two sets:

SET I – These are the necessary programmes that have to be undertaken in accordance to the timings of the projects as detailed in the master plan. These shall include

- Committee Meetings
- Necessary Publicity Programmes
- Necessary Explanatory Meetings
- Demonstration Programmes

SET II – These are the second set of programmes that shall run parallel to the first set and shall communicate the ideas on Health, Sanitation and better living Environment in accordance with the Hygiene Education Concept of JICA Study team. The end achievable of this set of activities shall be to generate willingness to pay in the city people. The programmes shall constitute

- Entry point Activities
- Regular Publicity
- Yearly Campaign
- Regular activities in Slums and Dhobighats
- Clean River Day and Clean river week

The above described set of programmes shall make use of various tools and activities, the description of which shall be given at the end of the section.

4.4.1 Committee Meetings

(1) Objectives of Committee Meetings

Committee (Sanitation Promotion Committee) Meetings shall take place every month to monitor the progress of work on PP/PA in Lucknow City. The principal objectives of the committee meetings are as follows.

- To discuss the progress of work on PP/PA and update on the next month activities
- To heighten co-ordination between the authorities and share their expected roles, especially brief on the works that will need the concerned departments support or clearance etc.
- To discuss and decide related activities such as details of programmes to be launched, and decide on timings of explaining it to the people.

4.4.2 Explanatory Meetings

(1) Objectives of Explanatory Meetings

In Explanatory Meetings, PP/PA activities shall be discussed with communities and stakeholders. These shall be undertaken twice a year with one meeting preceding the PP/PA activities in the city to discuss the plans and other after the completion to discuss achievements and shortcomings of past. The principal objectives of such meetings are as follows.

- To inform related actions on the priority projects and the necessary arrangements on PP/PA activities to the communities and stakeholders.
- To encourage public participation in the related actions on the priority projects
- To heighten public awareness on the priority projects and their expected roles.
- To share the common issues on the priority projects, the sewerage schemes and river water pollution within the public and the private sector.

(2) Necessary Explanatory Meetings

In accordance with the schedule of the priority projects in *Lucknow* City and campaigns the necessary explanatory meetings for the priority projects and the timing are summarized as summarised in table 4.3. The frequency of the meetings has been decided as per the details given in Appendix B.1.

Table 4.3 Explanatory Meetings

Year	Timings and Agenda*	Frequency
2007	- Immediately after recruitments in LNN and allotting of new responsibilities to staff to inform about the roles and functions	1
2008	- Immediately after deciding of details of Yearly campaign in the PIC meeting in January (2a)	2
	- After finishing each campaign implemented to inform the evaluation of all results of each campaign (2b)	
2009	- Immediately after deciding of details of Yearly campaign in the PIC meeting in January (3a)	2
	- After finishing each campaign implemented to inform the evaluation of all results of each campaign (3b)	
2010	- Immediately after deciding of details of Yearly campaign in the PIC meeting in January (4a)	2
	- After finishing each campaign implemented to inform the evaluation of all results of each campaign (4b)	
2011	- Immediately after deciding of details of Yearly campaign in the PIC meeting in January (5a)	2
	- After finishing each campaign implemented to inform the evaluation of all results of each campaign (5b)	
2012	- Immediately after deciding of details of Yearly campaign in the PIC meeting in January (6a)	2
	- After finishing each campaign implemented to inform the evaluation of all results of each campaign. (6b)	

* In all explanatory meetings the community, stakeholders and Mass media in *Lucknow* shall be involved

4.4.3 Publicity Programmes

The publicity programmes shall be planned and implemented to advertise widely the following information on the projects as detailed in the master plan, to the population in *Lucknow* City through the mass media and printed materials to ensure that the city population is adequately informed about the actions and invited to participate at free will.

Apart from these programmes tied to the priority projects publicity will also undertaken regularly as will be discussed further in section 4.5.5.

However, the necessary publicity programmes in this section may be detailed under two heads as follows

(1) Publicity Programme on Opening of the Public Awareness Section & Targets

In 2007, new staff shall be recruited in the LNN and new duties shall be assigned to the Health Department of LNN. These functions need to be made public so that people are aware of the authorities to contact in case of any need. Therefore, a publicity programme on opening of the Cell shall be launched in 2007 for several days to inform of the functions and the expected roles to population of *Lucknow* City through the specified activities.

The target groups for main activities of the programme are

- The sewerage schemes are being implemented in districts III and IV so people living in these districts are the direct beneficiaries –Target Group 1
- Because the cell is to become an integrated part of the LNN so the whole of the city population becomes a beneficiary (indirect) –Target Group 2
- The PP/PA programme of the non-sewerage scheme will be co-ordinated through this cell as well so they become the future beneficiaries –Target Group 3

As per the target groups the activities (details in table 4.15, section 4.5) are summarised in table 4.4

Table 4.4 Publicity Programmes on Opening of PP/PA Cell (PP 1)

Sr. No	Category	Activity	Duration	Message
1	Target Groups 1	Information Mela	1 week	<ul style="list-style-type: none"> - Information on the new Cell is disseminated. - Involvement in the sewerage schemes of the primary target groups is encouraged.
		Information Van	2 weeks	
		Information Kiosk*	1 month	
2	Target Groups 2	Information Mela	1 week	<ul style="list-style-type: none"> - Information on the new Cell is disseminated. - Future involvement in the sewerage schemes of the secondary target groups is encouraged
		Information Kiosk**	1 month	
3	Target Groups 3	Information Kiosk***	2 months	<ul style="list-style-type: none"> - Information on the new Cell is disseminated. - Related information, concept, future plans and actions are disseminated to the remainders. - As for the LIGs, coordination with the PP/PA programmes for the non-sewerage scheme is necessary
		Information Mela	1 week	

* One kiosk each in district III and IV.

** One kiosk on a frequently visited public place or near an important public office like Nagar Nigam.

*** This Kiosk shall be near the slums rotating to four areas (2 days per area). Location selected shall be such so as to have maximum coverage.

(2) Publicity Programmes on the Priority Projects & Targets

From 2010 to 2012, new construction and rehabilitation of the sewerage scheme are planned as the priority projects in *Lucknow City* as shown in table 4.1. Similarly under the non-sewerage scheme activities towards construction and rehabilitation of CTC's and Dhobighats are planned from year 2007 to 2012

Therefore, publicity programmes on new construction and rehabilitation shall be launched through the beginning to the end of the project i.e. year 2007 to 2012 accordingly, to inform of those projects outlines, schedules & construction timings, projects' benefits, starting of operation of the projects and so on to the population of *Lucknow City*.

The **tools** to be utilised for publicity in this section are: Hoardings, Banners, and Advertisements in newspaper and T.V., Posters, Pamphlets, Hot Air Balloons and News in local channels the details about which can be referred to in section 4.5 table 4.14 on communication tools.

For the projects under the non-sewerage component the necessary publicity will take place only in the year 2007 when the demonstration projects for these are being constructed and these will at two times before and after completion of each construction/rehabilitation.

The target groups and main activities for the projects under sewerage scheme can be summarised in from table 4.5 to 4.7.

Table 4.5 Publicity Programmes on the Sewerage Projects (1)

Projects	Category	Target Groups	Information Publicised
<ul style="list-style-type: none"> - CIS <i>Gomti</i> Relief Sewer in District IV - <i>Martin Purwa</i> MPS in District IV - <i>Sultanpur Road</i> Trunk Sewer in District IV - <i>Matemau</i> STP in District IV 	Primary Target Group	<ul style="list-style-type: none"> - The direct beneficiaries of the projects live in the district IV - Direct beneficiaries may be defined as ones that have connections to or have their sewage flowing through the respective sewerage scheme component 	<ul style="list-style-type: none"> - Information on the new constructions is disseminated before the constructions in 2009. - Direct benefits of the project are informed in 2009 and 2011. - Progress of the constructions is informed in 2010 and 2011. - Completion of the constructions and starting of the operation is informed in 2011.
	Secondary Target Group	<ul style="list-style-type: none"> - The indirect beneficiaries of the projects live in the district IV. - The indirect beneficiaries may be defined as ones those shall be connected to the respective sewerage component in near future through individual efforts or by the government agency 	<ul style="list-style-type: none"> - Information on the new construction is disseminated before the construction in 2009. - Indirect benefits of the project are informed in 2009. - Future plans and actions of the sewerage schemes are informed to the secondary targets in 2009 as well as in 2011 - Progress of the constructions is informed in 2010 and 2011. - Completion of the constructions and starting of the operation is informed in 2011.
	Tertiary Target Groups	<ul style="list-style-type: none"> - The remainders are considered as future beneficiaries. - Primarily the slum population and LIG* to some extent that may be connect in some far future but only through government efforts and are presently being covered under the non-sewerage component 	<ul style="list-style-type: none"> - Information on the new construction is disseminated before the construction in 2009. - Future plans and actions of the sewerage schemes are informed to the reminders in 2009 as well as in 2011. - As for the LIGs, coordination with the PP/PA programmes for the non-sewerage scheme is necessary

* If there are direct and indirect LIGs, such LIGs shall be excluded and treated as direct and/or indirect beneficiaries

Table 4.6 Targets & Main Activities for Publicity Programmes on the Sewerage Projects (2)

Projects	Category	Target Groups	Information Publicised
<ul style="list-style-type: none"> - Rehabilitation of CIS <i>Gomti</i> SPS in District IV - New construction of Rising main from <i>Martin Purwa</i> MPS in District IV - New construction of the rising main from <i>Mohan Meakin</i> PS to TGTS (new) in District III 	Primary Target Groups	<ul style="list-style-type: none"> - The direct beneficiaries of the projects live in the district III and IV - Direct beneficiaries may be defined as ones that have connections to or have their sewage flowing through the respective sewerage scheme component 	<ul style="list-style-type: none"> - Information on the new construction and rehabilitations are disseminated before the construction/rehabilitations in 2010. - Direct benefits of the projects are informed in 2010. - Progress of the construction/rehabilitations is informed in 2011. - Completion of the construction/rehabilitations and starting of the operation is informed in 2011.
	Secondary Target Groups	<ul style="list-style-type: none"> - The indirect beneficiaries of the projects live in the district III and IV. - The indirect beneficiaries may be defined as ones those shall be connected to the respective sewerage component in near future through individual efforts or by the government agency 	<ul style="list-style-type: none"> - Information on the new construction and rehabilitations are disseminated before the construction/rehabilitations in 2010. - Indirect benefits of the projects are informed in 2010. - Future plans and actions of the sewerage schemes are informed to the secondary targets in 2010 as well as in 2011 - Progress of the construction/rehabilitations is informed in 2011 - Completion of the construction/rehabilitations and starting of the operation is informed in 2013.
	Tertiary Target Groups	<ul style="list-style-type: none"> - The remainders are considered as future beneficiaries. - Primarily the slum population and LIG* to some extent that may be connect in some far future but only through government efforts and are presently being covered under the non-sewerage component 	<ul style="list-style-type: none"> - Information on the new construction is disseminated before the construction in 2010. - Future plans and actions of the sewerage schemes are informed to the reminders in 2010 as well as in 2011. - As for the LIGs, coordination with the PP/PA programmes for the non-sewerage scheme is necessary

* If there are direct and indirect LIGs, such LIGs shall be excluded and treated as direct and/or indirect beneficiaries

Table 4.7 Targets & Main Activities for Publicity Programmes on the Sewerage Projects (3)

Projects	Category	Target Groups	Information Publicised
- Rehabilitation of Trunk Sewers in District IV	Primary Target Groups	<ul style="list-style-type: none"> - The direct beneficiaries of the projects live in the district IV - Direct beneficiaries may be defined as ones that have connections to or have their sewage flowing through the respective sewerage scheme component 	<ul style="list-style-type: none"> - Information on the new construction and rehabilitations are disseminated before the construction/rehabilitations in 2010. - Direct benefits of the projects are informed in 2010. - Progress of the construction/rehabilitations is informed in 2011. - Completion of the construction/rehabilitations and starting of the operation is informed in 2011.
	Secondary Target Groups	<ul style="list-style-type: none"> - The indirect beneficiaries of the projects live in the district IV. - The indirect beneficiaries may be defined as ones those shall be connected to the respective sewerage component in near future through individual efforts or by the government agency 	<ul style="list-style-type: none"> - Information on the new construction and rehabilitations are disseminated before the construction/rehabilitations in 2010. - Indirect benefits of the projects are informed in 2010. - Future plans and actions of the sewerage schemes are informed to the secondary targets in 2010 as well as in 2011 - Progress of the construction/rehabilitations is informed in 2011 - Completion of the construction/rehabilitations and starting of the operation is informed in 2013.
	Tertiary Target Groups	<ul style="list-style-type: none"> - The remainders are considered as future beneficiaries. - Primarily the slum population and LIG* to some extent that may be connect in some far future but only through government efforts and are presently being covered under the non-sewerage component 	<ul style="list-style-type: none"> - Information on the new construction is disseminated before the construction in 2010. - Future plans and actions of the sewerage schemes are informed to the reminders in 2010 as well as in 2011. - As for the LIGs, coordination with the PP/PA programmes for the non-sewerage scheme is necessary

* If there are direct and indirect LIGs, such LIGs shall be excluded and treated as direct and/or indirect beneficiaries

4.4.4 Demonstration Programmes

(1) Demonstration Programmes for Sewerage Works

In accordance with the priority projects' schedule, demonstration programmes on the new and rehabilitated facilities (relief sewers, pumping stations and so on) shall be launched at the start of operation of these facilities to demonstrate and show them to the population. In addition, the programme shall include publicity on the primary projects' incentive of health benefit, burden sharing and Polluter Pays Principal (PPP) to get the residents' cooperation and public participation in advance

for the necessary operation and maintenance of those facilities.

The target groups and main activities for the programmes can be summarised in table 4.8, 4.9.

Table 4.8 Targets & Main Activities for Demonstration Programmes on the Projects (1)

Projects	Category	Target Groups	Main Activities**
<ul style="list-style-type: none"> - CIS <i>Gomti</i> Relief Sewer in District IV - CIS <i>Gomti</i> SPS in District IV - <i>Martin Purwa</i> MPS in District IV 	Primary Target Group	<ul style="list-style-type: none"> - The direct beneficiaries of the projects live in the district III and IV 	<ul style="list-style-type: none"> - Site Visits in 2011 - Group Discussions (undertaken at the time of site visits): The direct benefits, several constraints and burden sharing of the operation and maintenance of these facilities are informed to and shared with the target groups
<ul style="list-style-type: none"> - Rising main from <i>Martin Purwa</i> MPS in District IV - Road Sultanpur Trunk Sewer in District IV - <i>Matemau</i> STP in District IV 	Secondary Target Group	<ul style="list-style-type: none"> - The indirect beneficiaries of the projects live in the district III and IV. 	<ul style="list-style-type: none"> - Site Visits in early 2012 - Group Discussions (undertaken at the time of site visits): Indirect benefit like health and environmental sanitation improvement, future plans and actions of the sewerage schemes are discussed after completion of these facilities in early 2012. - Information also to be dissipated on the agencies to approach and ways to connect to the facilities.
<ul style="list-style-type: none"> - The rising main from <i>Mohan Meakin</i> PS to TGTS (new) in District III 	Tertiary Target Groups	<ul style="list-style-type: none"> - The remainders are considered as future beneficiaries. - Primarily the slum population and LIG* to some extent that may be connect in some far future but only through government efforts and are presently being covered under the non-sewerage component 	<ul style="list-style-type: none"> - Publicity: Information on the facilities constructed and rehabilitated to be given after completion of these facilities in early 2012. - The information to be given through the programmes and activities already being undertaken in the non-sewerage component of the master plan. - As for the LIGs, coordination with the PP/PA programmes for the non-sewerage scheme is necessary

* If there are direct and indirect LIGs, such LIGs shall be excluded and treated as direct and/or indirect beneficiaries

** The details of the activities are to be found in the table 4.16, section 4.5 on Communication Activities

The site visits shall be undertaken for two groups, the general public and school students of the locality. During the site visit for students they shall be informed about the working of the system and benefits that shall occur to the overall surroundings of the city. The site visits may be clubbed with painting competitions and extempore.

Table 4.9 Targets & Main Activities for Demonstration Programmes on the Projects (2)

Projects	Category	Target Groups	Main Activities**
- Trunk Sewers in District IV	Primary Target Group	- The direct beneficiaries of the projects live in the district IV	- Site Visits after the completion of the rehabilitation of the system in 2012 - Group Discussions: The direct benefits, several constraints and burden sharing of the operation and maintenance of these facilities are informed to and shared with the target groups at the time of the demonstration and site visits.
	Secondary Target Group	- The indirect beneficiaries of the projects live in the district IV.	- Site Visits after completion of these facilities in 2012 - Group Discussions: Indirect benefit like health and environmental sanitation improvement, future plans and actions of the sewerage schemes are informed to the secondary targets after completion of these facilities in 2012. - Information also to be dissipated on the agencies to approach and ways to connect to the facilities.
	Tertiary Target Groups	- The remainders are considered as future beneficiaries. - Primarily the slum population and LIG* to some extent that may be connect in some far future but only through government efforts and are presently being covered under the non-sewerage component	- Publicity: Information on the system rehabilitated is informed after completion of these facilities in 2012 - The information to be given through the programmes and activities already being undertaken in the non-sewerage component of the master plan. - As for the LIGs, coordination with the PP/PA programmes for the non-sewerage scheme is necessary

* If there are direct and indirect LIGs, such LIGs shall be excluded and treated as direct and/or indirect beneficiaries

** The details of the activities are to be found in the table 4.16, section 4.5 on Communication Activities

(2) Demonstration Programmes for Non-Sewerage Works

The non-sewerage activities include construction of CTC and Dhobighat facilities which total to almost 200 or above in the city. The large numbers of facilities that have to be constructed put a restriction on the fact that each of these can be accompanied with a demonstration programme as have been the sewerage activities.

Therefore in the non-sewerage works the demonstration projects will be accompanied with demonstration programmes. Here the start and completion of the construction shall be treated as an event marked with associated functions. The community people will be invited to the place and the detail designs of the respective facility shall be displayed and explained. The opportunity shall also be taken to announce the next activity as well.

Apart from the community the invitees shall include people from the office at Nagar Nigam, local NGO, local press and some prominent people in the city.

Each even to will be managed in a sum of app. Rs 15,000/-

4.5 REGULAR PROGRAMMES

In addition to the specific programmes discussed above, in order to maintain sustained public participation and public awareness on the environment, health, sanitation, and burden sharing of the sewerage projects, continuous efforts shall be made with the following general actions.

- Entry Point Activities
- Regular Publicity
- Regular Activities executed under the Yearly Theme Campaign in *Lucknow City*
- Regular activities for community building (CBO formation) in the slums and dhobighats
- Periodic Activities such as setting up “Clean River Day” and “Clean River Week”

4.5.1 Entry Point Activities

To build a platform for initiating the programmes in the city certain activities have to be undertaken in the first year. Apart from the formulation of PIC and the required cells the need shall be towards creation of informal groups in each of the cities with representatives that will co-ordinate with the PIC or be part of PIC so that the programme can reach all to the end.

Also slums will be targeted as special areas to build faith in the people there. They are being treated as special places because the socio-economic conditions of the people and the area restrict the reach and people’s participation in programmes going on in the city.

The first year shall be entirely committed to building a platform for formation of these groups and advocating the idea within people so that they become receptive to the future programmes.

(1) Community Workshop

The workshop shall invite the people from city from various walks of life and build an informal group that shall commit themselves to participate regularly in the explanatory meetings and act as ambassadors to communicate with the people.

Invitees shall include doctors, Lawyers, Leaders (political and religious), prominent women activist, artists, government officials, Architects, Academicians, Environmentalist, Sociologist and other professionals so as to have a representative group for a mix of ideas. The idea here shall be to invite people from all city geographically so that they can then help to form ward committees in there area and also other groups. If there are existing citizens committee in the city then the primary objective of

the workshops shall be to strengthen them to act as the needed group.

One special workshop shall be taken up solely for people from the slums and the venue will also be near a slum area. This is done to ensure reach to lowest section of society, and the invitees will include forward-thinkers from the slums and NGO's working with them. Here 50% of the invitees have to be women that live in the slums and have been working for socio-cultural and other needs in their community. The help of NGO locally working in the area may be sought for deciding the invitees. Each workshop shall be in the form of a series of interactive sessions over a time of three months as detailed. Overall three workshops will be held considering the city's 2 geographic areas and the slum localities.

This shall be in the form of a series of interactive sessions over a time of three months as detailed.

Session I

The first session shall introduce the team to the people and the basic idea of having these sessions. This first session has to be followed by designing questionnaires and decide sample size for survey that shall collect information on the health of the people.

Women shall be important invitee list because they are the main family member responsible for health and hygiene in the house and so shall be practicing local doctors as they will certainly have a basic idea of the status of the locality and will be trusted in the people.

The agenda of this session shall be

- Introduce people to project team and survey team
- Brief people about the programme idea (this particular programme not the whole awareness campaign)
- Discuss general health problems faced by the people on regular basis (the emphasis shall be on the diseases because of environmental health and not go to lifestyle diseases).
- Introduce them to the idea of conducting the survey and need for their co-operation
- Invite their suggestions of basic design of the questionnaire.

At the end of the day the session shall be deemed successful if a support has been gathered from the people for co-operating in the survey that is being conducted.

Session II

Now after having a feel for the area and its needs this session shall concentrate on development of the questionnaire for the survey and that shall remain the soul agenda.

The basic important information the survey should provide is

- Nature of the disease
- The frequency of contacting the illness
- The average duration that people fall sick for
- The age group and sex most vulnerable
- The average amount of money spent each time

This information may also be collected using means other than a survey like focus group discussions and other participatory methods. The decision to this effect shall be taken by the agency working in the area depending on the people's behaviour in the locality which can easily be made after the first session. Infact a discussion to this effect can also be done in the first session if an agency seeks to use other means.

Session III

As a preliminary to this the health data for the locality shall be tabulated and results examined. The analysis will tabulate the health effects in terms of the total days of work lost by a single individual and the amount of money spent each year on an average for treating these diseases.

The background study reflects on the prevalence of water born diseases and the survey should also not show much varied results.

The team shall be carrying before hand materials to link the presence of the disease to its causes establishing linkages here with sanitation.

Agenda

- Discuss results of survey with the people
- Involve local doctors to bring forward the reasons for the spread of these diseases
- Generate interest through charts and other interactive media to explain the chain and linkage to poor sanitation.

This session should end leaving people thinking on the situation and no interest should be shown towards discussing the sanitation situation in the area. This point shall be taken up in the next session.

Session IV

If the earlier three sessions have left any mark on the minds of the people then this session will not need any initiation and talk itself will flow over to the existing situation in the area that may lead to these causes.

Thus the agenda here shall be

- Discuss present situation in the locality
- Discuss people's personal behaviours – practicing hygiene and other daily practices
- Narrow down on the causes that are most important and need to be tackled immediately
- The measures that can solve these problems.

Leave the session letting people think of ideas on means and measures that should be used to spread the message in the general public

Session V

Discuss the programmes that people suggest for implementation.

Note – the Authorities need not be the top officials because their availability may at times hamper the progress of the workshops. These can be people of the cadre of assistant engineers and ones that work at sites and actually interact with the people.

(2) Introductory Sessions

A team of people comprising members from the various cadres of the implementing agencies i.e. PIC, NPPAC, LNN, and Local Consultant shall visit each of the city wards and organise informal groups and introduce themselves and the idea of the whole campaign within the people, encouraging them to look forward to forthcoming programmes

These sessions shall follow the Community Workshops and shall try to include people that have attended the workshop to facilitate in their respective locality.

The group may target 5 – 6 places in a day. Their targets shall include city Wards, Clubs, Swimming Clubs, Educational Institutes, Schools, slums etc. Care must be taken that one of the areas visited in two days has to be a slum. They shall also go down and get groups of people at parks and community places to spread the idea. The activity shall be completed within a period of 4 months after holding the community workshops. Special care should be taken to reach institutes like Nadwa-ul-ullema.

4.5.2 Regular Publicity

Regular Publicity

Publicity on regular basis is important to keep the message fresh in the minds of the people. This effort shall ensure that the much needed relation between Health and Sanitation is made clear in the minds of

the people. The publicity shall be making use of communication tools as explained in section 4.5. The messages sent to the public can be

- Importance of sewerage in the city and impact on health due to lack of the same
- Better Hygienic practices
- Necessity of cleaner a Environment
- The fate of Holy River if present situation continues
- Dissuade from use of mud idols and wheat deepak (light cup) for immersing in river etc

The themes shall be decided by the PIC in consultations with the community (esp. women) and stakeholders but the emphasis in *Lucknow* shall be to impact people's minds through a rationale approach for adverse health effects. This is because the analysis previously proves that the city does not have a very religious flavour for the river and so a message rooted in sentiments may not have desired impact.

4.5.3 Yearly Campaign

As one of the important actions for the continual efforts, a yearly campaign should be implemented in *Lucknow* City in accordance with public participatory approach and the stepwise planning as has been discussed in the Hygiene Education Plan by the JICA Study Team.

The yearly campaign will set the tone for the entire PP/PA program of the year. Activities of yearly program will be spread over the year and timings of these activities will be decided by the PIC and discussed in the community workshops. However inaugural program will be held early in the year.

The yearly campaign shall comprise of a mix of the communication activities as have been listed in section 4.5. The appropriate mix shall be approved by the PIC.

The yearly campaign shall have specific themes. Based on the setting of the PP/PA Cell of LNN in 2007, the priority projects of *Lucknow* City from 2010 to 2012 and those concepts, the suitable themes and a list of activities are proposed in table 4.10.

Table 4.10 Themes for the Yearly Campaign

Year	Yearly Themes	Activities
2008	- Health and Sanitation condition in <i>Lucknow</i> - Pollution in Gomti	Focus Group Discussions (FGD's), Transect walks
2009	- Waste water management and health linkage - Necessity sewerage systems.	Competitive programmes Programmes for women,
2010	- Responsibilities of citizens and civic authorities of <i>Lucknow</i> for better sewerage management	Information Mela
2011	- Constraints on construction, rehabilitation, and O&M of Sewerage Systems	Description of all has been given in table 4.15, sec 4.5 and the programmes will make use of the communication tools described in table 4.16, sec 4.5
2012	- Environment Friendly City and Burden Sharing emphasising willingness to pay	

Some main points to be taken care of while deciding the programmes for yearly campaign shall be

- Gear up **publicity** and have special **transect walks** and **information kiosks** around Durga Puja and Muharram.
- **The aim unto the end shall be to generate willingness to pay in the people**
- Have **competitive programmes** for Swimming Clubs to mark them as most river loving club or something of the like.
- Religious leaders and religious messages though need to be included but shall not be the stress area of the campaign; instead it should be build around rationale messages.

- **Swasthya Mela** once in the year shall be compulsory

4.5.4 Regular Activities

The main aim of the Sewerage Project is '*Abatement of Pollution in River Gomti*' so this aspect has to be highlighted and kept fresh in the minds of the people throughout the period. For the same regular activities shall be undertaken as described.

(1) Clean River Day

A Clean River Day shall be set up twice a year as a public day or a public holiday in *Lucknow* City. The day may be selected at the 'International Environmental Day' or other important day related to *Gomti* River or immediately before Durga Puja when many idols are immersed in river *Gomti* to raise awareness.

The day may recognize the importance of "Clean River" with several activities:

- A ceremony of the day with speech by environmentalist
- Dissemination of related information to the people in *Lucknow* City through the mass media and printed materials
- Dissemination related information to tourists and business trippers in *Lucknow* City through the mass media and printed materials in cooperation with local hotels
- Exhibition/Demonstration on Clean River such as methods of wastewater treatment
- Trips and picnics for School Children with competitions held on river banks, with special attention to include slum children.
- Display of some Demonstration Project like a Wetland Park along river bank
- Transect walk along river, covering communities settled along the river to be a part.
- River cleaning drive

The Clean River Day shall have specific theme every year for one day. Based on the priority projects of *Lucknow* City from 2010 to 2012 and the public participatory approach and the stepwise planning concepts, the suitable themes are proposed as shown in table 4.11.

Table 4.11 Yearly Themes for the Clean River Day

Year	Yearly Themes	Activities
2008	- Health and Sanitation Condition in <i>Lucknow</i> - Pollution in <i>Gomti</i>	Ceremonial Speech, Information Mela on River Banks Transect Walk, School programmes River Cleaning Drive
2009	- Waste water management and health linkage - Necessity of sewerage systems.	
2010	- Responsibilities of citizens and civic authorities of <i>Lucknow</i> for better sewerage management	
2011	- Constraints on construction, rehabilitation, and operation and maintenance of Sewerage Systems	
2012	- Environment Friendly City and Burden Sharing emphasising willingness to pay	

(2) Clean River Week

A Clean River Week shall be organised once a year for seven days at a stretch. The week will highlight the importance of "Clean River" to the people of *Lucknow* specially schoolchildren, who are the future actors and information disseminators for their family members, and sensitise on wastewater management and clean river environment. Swasthya Mela and School Programmes as has been explained in section 4.4 shall be an essential part of this week every year along with a mix of other activities. Some suggested activities during Clean River Week may be:

- Dissemination of related information to the people in *Lucknow* City specially children through the mass media and printed materials
- Dissemination related information to tourists and business trippers in *Lucknow* City through the mass media and printed materials in cooperation with local hotels
- Exhibition/Demonstration/ Rallies on Clean River such as methods of wastewater treatment, sewerage management
- Painting Competition/ Debates/ Essay Competition on 'Clean River'
- Transect walk Rally along the Gomti River
- Sports Competitions on the bank of Gomti
- Workshop/Seminars/Awareness Camps to discuss cause and effect of river pollution and the solution
- Clean River drive

The Clean River Week shall have specific theme every year for one week. It shall be taken care that of all the activities 25% are directed towards the slum population. Based on the priority projects of *Lucknow* City from 2010 to 2012 and the public participatory approach and the stepwise planning concepts, the suitable themes are proposed as shown in table 4.12.

Table 4.12 Yearly Themes for the Clean River Week

Year	Yearly Themes	Activities
2008	- Health and Sanitation Condition in <i>Lucknow</i> , Pollution in Gomti	Publicity, Film Screening at public places, Transect Walk, River Cleaning Drive, Sports Competitions along river, Workshop/Seminar/Awareness Camps, School Programs
2009	- Waste water management and health linkage as well as necessity sewerage systems.	
2010	- Responsibilities of citizens and civic authorities of <i>Lucknow</i> for better sewerage management	
2011	- Constraints on construction, rehabilitation, and operation and maintenance of Sewerage Systems	
2012	- Environment Friendly City and Burden Sharing emphasising willingness to pay	

4.5.5 Regular Activities for Slums

(1) Regular Visits

Slums and Dhobighats have to be treated as special areas. The reasons for the same may be elaborated as

- The interface for interaction between the community and the official of the local body is non-existent.
- Heterogeneity of community structure is a major constraint. It is felt that formulation of CBO and achievement of strategic consensus is a much easier task within homogenous communities.
- In heterogeneous communities one organized institutional structure is difficult to formulate.
- Mobilizing these communities, as a vehicle of participation is the most difficult task.
- To build trust within the communities to participate in the sanitation programme is major constraint. Experience shows that a considerable amount of time and commitment is required on the part of NGO for this activity.
- Social habits of the community are also a major constraint.
- Dhobighats are also heterogeneous areas the people working generally come from slums and display similar characteristics.
- Associations for the management of Ghats exist but a major constraint with them is the adoption of new work culture.

For Slums

To overcome these problems and especially for the creation of neighbourhood groups and then CBO's it is essential that the local NGO visits these areas on a regular basis and keeps hammering upon the idea constantly.

For this purpose the city shall be divided as per the sewerage zones and yearly budget allocations for each zone shall be made based on the slum population and number of ghats falling in the area. The local NGO shall appoint zonal in charge for these and they shall work to achieve target. The usage of funds and the activities undertaken will be to the discretion of area in-charge but they have to be compiled and reported on monthly basis.

Each cluster of app 400 households shall be clubbed into a Slum Neighbourhood Group (SNG) and 10 SNG's shall comprise one Slum CBO. Community-Based Organizations (CBOs) would need representation of both the elders/community leaders, who are looked up to as well as the youth for guiding them to the path of better living. CBOs are expected to not only function as managers of CTCs, but also as multipurpose societies. One of the major objectives may be to act as credit societies, which can help setting up small business as avenue for income generation. CBOs can involve some of the semi-trained/trained residents, and pay them service charges for routine management and maintenance work. Those at lower rung of ability and education can be appointed for cleaning, gardening and other simple activities and earn a reasonable income.

The slum community programme will move with the intention of propagating the hygiene virtues and making PP/PA a continuous process. Inculcating the sense of ownership and ensuring proper operation and maintenance are key to meeting the stated objective of cleaning Gomti and her tributaries. The ultimate objective of the PP/PA programme should be to raise the consciousness to a level where inhabitants begin to demand their rights and carry out their duties without external impetus and move towards a regime of self-help. These regular visits may be planned in three phases as explained below

1) Phase I – Awareness for needs and design (Pre-Construction Phase)- 3 months

Interactions should be organized at the community level to explain the objective and benefits of the LCS programme. These should clarify roles and responsibilities of different stakeholders, and the key elements of the LCS programme such as the lay-outs, construction material, and importance of treatment of waste water before disposal, and O&M issues etc. Topics should be designed in a manner that they encourage participation of all sections of the stakeholders. The target group would include persons of all age groups, women and children; vulnerable sections must be given special attention. The programme should cover the following aspects:

Problems of arising from "un-sanitary" conditions, such as adverse impact on health and the vicious cycle of poverty, pollution and ill-health.

Initiatives that would help in improving the living conditions through improved sanitation i.e. long term benefits of health, better earnings and living standard;

The need to keep one's environment clean.

Rationale behind the proposed action plan must be explained and their objections and fears looked after.

The design of facilities shall be discussed and inputs sought from the community

The inputs received from the community can form the basis of initiation and content of PP/PA programme.

2) Phase II - Training - a participatory approach (Construction Phase) - 2 months

This phase runs parallel to the construction phase, and continues after the construction activities are completed, wherein people's participation in the entire process is further

encouraged or strengthened by stressing on issues related to hygiene, "right" sanitation practices etc. This will focus on training of trainers -mostly community workers. They should be given special orientation in PR work and behavioural aspects of communities and hands on training for use of various training tools. This training should ideally be imparted by experts in group psychology and organisational behaviour. It will involve:

Formation and training of women's groups - recent success stories have shown that women play an important role in the creation of Self Help Groups (SHG);

Audit of CTC construction;

Developing CTC not merely a place for public "conveniences", but as a centre of community activities with various allied facilities such as a community centre with some basic recreation facilities, landscaping etc.;

Environmental education for school children;

Hygiene assessment and "collective" action.

This phase could also be utilised for selection of managers, operators from among the literate/educated members and formation of formal CBO.

3) Phase III - Final Phase (Operation and Maintenance) - 5 months

This phase should have a separate module for prospective managers, operators and supervisors etc. training would include lessons in running repairs, trouble shooting, efficient O&M practices, simple account keeping, handling of chemicals and cleaning agents and approach to improving ambience. They should also be given insight into topics like water /hydrological cycle and need to conserve water, water borne diseases, causes and their prevention, cost benefit aspects of sanitation, environmental issues and ambience of neighbourhood.

It is expected that by the time the third phase begins, the construction process of CTCs would either be near completion or would have been completed in certain areas. For the community as a whole, Phase III should be treated as a continuation of PP/PA programme and cover, inter alia, formal and informal education, vocational training to help setting SMEs, or jobs in them; issues like housing and development, drainage, electricity, water, rights and duties leading to empowerment and welfare possibilities and gender bias. The emphasis of this phase would be on the following aspects:

- Maintaining cleanliness of CTC
- Prudent usage and conservation of water;
- "Dos and Don'ts" of using the sanitation facilities;
- Need to assist O&M regime;
- Be role model for other communities.

For Dhobighats

The role of PP/PA does not get diminished for Dhobighats by virtue of their relative simplicity of O&M. In addition to educating the members about the norms to be observed for use of ghat, use of chemicals and monitoring devices, they can also be assisted in preparing checklists and fixing periodicity for O&M. As in the case of CTCs, role of PP/PA can extend beyond O&M and supervision, and include extension programmes for family and community welfare. The PP/PA programme in case of Dhobighats will have to address some of the following critical issues:

- Educating the Dhobis on the negative impact of washing clothes/fabrics on the river banks;
- Explaining the benefits of constructed Dhobighats;
- Developing a CBO wherein an environment to facilitate exchange of ideas on adopting new practices (e.g. better detergents instead of a harmful mix of acid and "soda") can be created;

- Involving the association(s) of Dhobis to build a sense of ownership, and transfer the responsibility of O&M to the users of the constructed Dhobighats; this can not only facilitate change in practices, but also encourage acceptance of "new" ideas, and facilitate suitable cost recovery model - "pay-as-you-use";

Capacity building and awareness campaign

Orientation workshop should be held so as to include representatives of dhobis associations and their sub-groups from all the ghats. The recommended agenda for these workshops is as follows:

- Presentation on institutional arrangement
- Overview on formation of CBO
- Overview on functioning, role and responsibility of CBO
- User charges and collection; accounting and book-keeping
- Role of urban local bodies
- Operation and maintenance
- Monitoring of Dhobighats
- Maintenance of water pump and other facilities at the constructed Dhobighats
- Reporting to the Nagar Nigam
- Mobilizing membership
- Setting ground rules for members User charge recovery accounting and bookkeeping
- Operation and maintenance log
- Monitoring of Dhobi ghats

The targets to be achieved are summarised in table 4.13 and 4.14.

Table 4.13 Targets for Slum Area Programmes

Stages		Target	
<div style="display: flex; align-items: center;"> <div style="flex: 1; border-left: 2px solid black; margin-left: 10px; position: relative;"> <div style="position: absolute; top: -20px; left: 50%; transform: translateX(-50%);">2007</div> <div style="position: absolute; bottom: -20px; left: 50%; transform: translateX(-50%);">2012</div> </div> </div>	Stage I	- Development of faith in the community	Pre-Construction Phase
	Stage II	- Articulation of the process of CBO formation. The identification of key persons in the area that may act as catalyst must be completed. - Analysis of community for their ability to pay and preferred payment mechanisms in detail as per areas - Identification of site - Initial discussion on the preferred design	
	Stage III	- Formalization of process of CBO formation - Adequate willingness in people to use the facility - Finalisation of designs	
	Stage IV	- Finalization of the payment mechanisms – may differ from area to area depending on community need - Operationalisation of CBO/neighbourhood groups in areas where construction gets completed. - Working of CBO/ neighbourhood groups with assistance of NGO - Implementation of the preferred payment mechanisms	Construction Phase
	Stage V	- The NGO intervention is reduced and the built facilities move towards sustainable operation and maintenance - Substantial amount of users are making use of the facility - Payment mechanism is formally in place - If need be liaison is initiated/completed with private companies for O&M of facilities through the CBO/ neighbourhood groups	
	Stage VI	- The NGO withdraws and CBO's start working on their own – help is extended only if they demand - The payment mechanisms are working smoothly - Sustainability to some extent is achieved.	Post Construction Phase

Table 4.14 Yearly targets for Dhobighat Programme

Stages		Target	
<div style="display: flex; align-items: center;"> <div style="flex: 1; border-left: 2px solid black; margin-left: 10px; position: relative;"> <div style="position: absolute; top: -20px; left: 50%; transform: translateX(-50%);">2007</div> <div style="position: absolute; bottom: -20px; left: 50%; transform: translateX(-50%);">2009</div> </div> </div>	Stage I	- Development of faith in the Dhobis and their associations - Willingness of Dhobis to use the new type of facility - Initial discussion on the preferred design - Initial discussion on O&M required - Training on the use of new type of facility and associated changes	Pre-Construction Phase
	Stage II	- Fully equipped association takes charge - O&M by associations initiated with help from NGO - People willingly using the facility	Construction Phase
	Stage III	- If need be liaison is initiated/completed with private companies for O&M of facilities through the associations - Association maintaining the facility with very little help from NGO	
	Stage IV	- The facilities are operating well on their own - NGO starts withdrawal	Post Construction Phase

(2) Community Workshops for Slums and Dhobighats

These workshops are held for the capacity building of the slum CBO's and their inclusion in the mainstream programme activities. These shall be held at regular frequency of 2 WS per month for years 2009-2012.

For adequate representation of the 1.02 million slum community it is advised that four representatives from each of the CBO will be attending the meeting. One Slum CBO shall comprise of 10 slum Neighbourhood Groups which in turn will roughly comprise of 2000 persons or 400 families. This number may vary depending on the physical distribution of slums but only to the extent of 5%.

Overall 10 CBO's will attend a WS which estimates to 50 persons (40 from CBO's and 10 from administration, NGO etc)

The objectives of the workshops shall be

- Review the work in progress in the slum communities
- Review the reach of other regular city programmes to these communities
- Discuss the agenda of Explanatory meetings held in recent past and elect representatives from them to attend the next explanatory meeting (will be only twice a year)
- When relevant decide on the activities and how these communities can participate in city activities of 'Clean River Day' and 'Clean River Week'

(3) Health Camps

Health camps will be organized in/around the slums on a regular basis of 2 per year for three years (2nd, 3rd and 4th year).

Free checkups medicines will be given to all the slum dwellers. For the first year the camp will be open to all but for the next two years people will have to approach through the neighbourhood groups. People who do not agree to the idea of improved sanitation shall not be receiving this benefit.

4.6 COMMUNICATION TOOLS TO BE UTILISED

In *Lucknow* and other parts of India, a lot of communication tools have been applied for PP/PA activities as reviewed in the Hygiene Education Plan. Among and in addition to them, table 4.15 summarizes those communication tools, which could be utilised in combination to promote the PP/PA programmes and related activities in *Lucknow* City.

Table 4.15 Communication Tools

Communication Tools	Description	Intended Target population
MEDIA		
Press	Press is the most important tool to reach the public at their doorsteps and has mass appeal. Press releases should precede any event being organised so that public is aware of it and may attend if they wish so. After the event the proceeding and findings (if any) should also be published. Advertisement in 4 newspapers with local edition. The attempt should be to make them interesting Regularly on local regional channel On local Cable TV and channels targeting Lucknow/UP Awareness and participation with the help of TV news	All Population
Press Conference		
Press Release		
Articles		
Advertisements		
Television		
Talk shows		
Advertisements		
News		
Other Publicity Materials		
Hoardings	These mediums will generate the much-needed flavour in the city and will be the most appreciable visual changes. The magnitude should be such that no person in the city is left untouched by these	
Banners		
Posters		
Pamphlets		
Hot Air Balloons		
OTHER MEANS		
Theme plays	Theme Plays, Street Plays etc. in the target areas. They may also be referred to as <i>Nukad Nataks</i> when performed in streets	General Public
Painting Competition	Shall be organised in Schools with themes defined in yearly campaign	School Children
Debates		
Essay Competition		
Rallies of children		
Information Kiosks	Small setting like a hut to distribute related information on Priority projects and themes of other activities as decided, installed at various locations as need may be during the programme	People in vicinity of location
Power Point Presentations	They can be used to target the youth in colleges and universities where a technical message might have a better appeal than the general one. One college can be targeted at the initial from where a group of volunteers may be picked and trained to take the action further in other colleges.	College Youth, Professors, High School Children
Documentary Films	Films on appropriate sanitation practices, health and hygiene should be relayed. Such shows should be held in public places on large projector screens like outside multiplexes and theatres, public gardens, Swimming clubs etc.	General Public
Information Van	Property of the LNN it may be a small four-wheeler like Maruti Van able to move freely on narrow and congested roads, well equipped with mediums like projector, screen, public address system etc and will be used for publicity at various stages in the PP/PA activities also to distribute publicity materials whenever required. Can be covered from two sides with slogans or message related with the activity.	General Public
Site Visits	Visits (Sewers are underground. But symbolic sites of related to the system like a manhole of the starting point of the system and so on) on the facilities constructed and rehabilitated shall be undertaken after completion of these facilities	General Public
Shrm Dan	Organised with the slum community to let them have ownership feeling for the assets being created for them. Here in the intention is that the people come forward and participate in the activities for building assets for them.	Slum Populations

Apart from these tools the various activities that will make effective use of these tools communication are listed further in table 4.16.

Table 4.16 Activities for Communication

Communication Activities	Description	Intended Target population
Focus Group Discussions (FGD's)	These discussions are meant to build a consensus among the influential people in the city - those having a mass appeal so that they may later act as volunteer ambassadors spreading the message. Another Group of discussions shall try to build on the existing organisations like the resident associations discussed in section 3.1.3 to build them as examples to be presented to the people.	Lawyers, Doctors, Professors, Religious Leaders, Political Personalities, Municipal Officers, RA's and other Professionals
Transect walks	Walks through locality to identify unhygienic points and disease breeding locations with the individuals of the locality	Women and Youth
Workshops	These shall be discussion more oriented for the general residents of the societies and can be arranged in each of the wards. Here the discussions can be held on health and sanitation, progress of priority project etc. Besides these discussions free medical checkups can be an incentive to people attending.	Beneficiaries and future beneficiaries of priority projects
Swasthya Mela (Health Camp)	This can be part of yearly campaign where discussion over health issues, check-up camps etc. will be organised. Women shall be encouraged to come up as leaders and representatives of their respective communities.	General Public encouraging women in particular.
School Programmes	Painting, Essay and Debate competitions and Sports events (inter-school) etc shall be organized in schools with specific themes to sensitise school children and develop them as change agents in the community in order to address sanitary conditions in the community. Visits of children to sites of priority project like STP and SPS can be used to sensitise them to need and working of these.	School Children
Programmes for women	Women are instrumental in household decisions especially relating to health as has been observed in sections earlier in study. Apart from encouraging women's participation in workshops special attention shall be paid to ensure presentations are made in women's clubs, Bhajan Mandalies etc and gathering support Special Programmes like kitty and some lecture or theme based sales and exhibitions (furniture, kitchen accessories) will also be designed.	Women
Information Mela	An event to attract and generate special public interest. Can be clubbed with some activity like payment of house tax etc and then the message required to be publicised is given along.	Beneficiaries and future beneficiaries of priority projects
Competitive Programmes	These shall be in form of healthy competitions between commercial enterprises like clubs, hotels, industries etc giving them titles like Eco-enterprise so that they are included in the programme.	Clubs, industry houses, hotels, private hospitals

The tools and activities that have been listed in this section shall form the basic part of all the programmes to be implemented that have been discussed further in section 4. A mix of all the activities and tools shall constitute a programme and the appropriate mix shall be selected by the implementing agency as per the guidelines given in the TOR and budgetary allocations that have been made.

4.7 MONITORING AND EVALUATION

There will be two parallel monitoring and evaluation structure for the entire PP/PA program:

- i) Official - In the official format LNN will prepare reports on the progress of work by the local consultant (based on monthly reports from local consultant) and send to NPPAC.
- ii) People's - On the people's side the groups of communities (ward committees and Citizens Committee) will report to PIC and PIC will report to State Co-ordination Cell. These reports will be sent on quarterly basis.

Such a system will ensure that a check is maintained on the works that are being undertaken and the budgets allocated are utilized properly. Evaluation of Programme will be done in the regular State Co-ordination Cell meetings and once a year evaluation reports are a must.

For the purpose of evaluation, the local consultant shall develop a set of Impact Indicators. Henceforth, it shall be circulated to the PIC, LNN and the local groups who will rate the programmes. These indicators will be developed in consultations with the community and Stakeholders as a part of agenda set in the community meetings. These shall also be reviewed at every consecutive community meeting.

The essential function of the impact indicators is to evaluate the effectiveness of PP/PA programmes. The evaluation shall be consistent with the objectives of the programmes and the results will be utilised for further programme implementation (during defining the activities for Yearly campaigns and other demonstration programmes). They can be devised under two heads

- Operational – measure information provision, feasibility, and duplicity of each
- Effect – Direct and Indirect influences

On the basis of reports and evaluation of the PP/PA Programme necessary changes in the content and direction of the programme will be made, if required, to make it more effective.

Table given below provides an indicative list of indicators for evaluation of PP/ PA programmes particularly relevant in case of non-sewerage activities.

Table 4.17 Evaluation Items

Effect	Indicators
Improvement in general health	<ul style="list-style-type: none"> • Money spent on medications/ physicians for health problems related to vector and water borne disease.
Higher level of awareness on health and hygiene in comparison to the situation before the PP/PA	<ul style="list-style-type: none"> • Increased demand for CTCs • Increased demand of IHLs • Decrease in open defecation • Increase in water consumption for personal hygiene. • Demand for bathing facilities • Concern over general hygiene conditions among family members
Increased awareness, knowledge about environmental conservation.	<ul style="list-style-type: none"> • Decrease in littering • Decrease in burning leaves and garbage • Increase in burial of biodegradable waste • Decrease in wastage of water • Decrease in cutting of trees
Improvement in general cleanliness of habitat	<ul style="list-style-type: none"> • Decrease in disposal of garbage in drains • Alternate garbage disposal mechanisms. • Cleaner pavement • Decrease in use of open drains as urinals and toilets • Restricted movement of cattle (if any) • Decrease in littering of food waste
Higher demand of Municipal support	<ul style="list-style-type: none"> • Spraying of insect repellent • Regular lifting of garbage • Sweeping of lanes • Clean water supply • Cleaning of Septic tanks and sewer (if any) • Reporting municipal irregularities to higher authorities
Reflection of higher self esteem among women	<ul style="list-style-type: none"> • Increased demand for IHLs/CTCs • Demand for adequate bathing facilities resulting in privacy
School children as agents of change	<ul style="list-style-type: none"> • Averse to open defecation • Propagation of ill effects of the same at home • Developing of hygienic habits • Trying to inculcate the same among family members and peer group • Sensitive to apathy towards health and hygiene issues
Elderly as guardian of society	<ul style="list-style-type: none"> • Active participation in awareness campaign. • Act as opinion leaders during social functions • Influence children to develop hygienic habits

CHAPTER 5

TERMS OF REFERENCE

CHAPTER 5 TERMS OF REFERENCE

5.1 INTRODUCTION

This TOR is being developed for the implementation of the PP/PA Program for Sewerage Works, under 'The Study on Water Quality Management Plan for River Ganga in Republic of India'. At the city level it is proposed to work predominantly through the Nagar Nigam offices as has been explained under the section 3.2 on Implementation Structures, and to support most of their activities, a local consultant shall be engaged.

This document shall not be considered in isolation but be seen in continuation to the report prepared on the city. Some of the sections identified (as listed below) for detailing in the TOR have already been covered in the report and shall be referred to from there.

1. Project Overview and Background
(As detailed in section 1.0 of main PP/PA report)
2. Implementation Structure and Role of Participating Organizations
(As detailed in section 3.2 of main PP/PA report)
3. Selection Criteria for Consultants/ NGO's
4. PP/PA Activities Anticipated
(Take from main PP/PA report)
5. Costs and Budgets
6. Guidelines for implementation of proposed activities

5.2 SELECTION CRITERIA FOR CONSULTANTS / NGO'S

For the successful delivery of the PP/PA activities to main levels of engagement of external individuals, organizations are anticipated in the role of:

- Program Level PP/PA Technical Specialist, working across all 4 towns
- Local Consultant/ Organizations familiar with and working in their specific town

5.2.1 Program Level PP/PA Technical Specialist

Given the limitations faced by the state level Project Implementing Agency (PIA) namely the Jal Nigam regarding the PP/PA activity implementation and management, it is suggested that an expert be engaged as part of the role of the Project Management Consultant (PMC) to:

- Guide the PIAs on the PP/PA processes at the state level and oversee the state level PP/PA strategy implementation
- Advise NRCD on the progress of work
- Consultation and coordination with the State Co-ordination Cell
- Advise the local consultants engaged by each municipality and the people in municipality

It is suggested that the PP/PA Technical Specialist is appointed in consultation with NRCD, UPJN, and the Nagar Nigams of the 4 municipalities that are the focus of this project. All these people will form a part of the NPPAC cell that has been suggested, and so the selection will follow the establishment of the cell.

It is essential that the PP/PA Technical Specialist is a person of repute who can develop or currently has a comfortable working relationship with the State Government and other NGOs based in the State, as well as is widely respected for her/his professionalism and objectivity towards the work in hand, harbouring no bias or ill will towards any NGO, CBO or other agencies based in the state. Given the fact that this position is of critical importance to ensure the smooth functioning of PP/PA activities

under the project in the State, these suggested parameters for selecting such a person assumes immense significance. In addition, the individual should meet the following selection parameters:

- Over 15 years of work experience on state level environmental and social issues
- An advanced degree in social sciences and/or social work
- History of having worked in a consultative/advisory capacity with the state government, municipalities, other government departments, NGOs, donor agencies, CBOs and other voluntary organizations
- Experience of having worked in YAP I towns (desirable)
- At least 5 years of work experience in designing and implementing environmental/social awareness activities
- Demonstrated capabilities in the use of folk media, print media and developing and using information and communication technologies for the purpose of environmental and social awareness activities
- In depth understanding of the local ethos and competence of organizing/ working with communities on issues related to
 - o Environment education and awareness, especially in themes related to river/water pollution & urban environment
 - o Water conservation, recycling/harvesting and other river Conservation projects
 - o Health, hygiene & sanitation

5.2.2 Guidelines for the Selection of Local Consulting Organization/ NGOs/ CBOs/ Other Agencies that could undertake / facilitate the Implementation of PP/PA Activities

The successful implementation of PP/PA activities under this project is largely dependent on the selection of the right agencies for undertaking/facilitating the process of implementation of these activities. It is suggested that the process of selection of these agencies be made as transparent as possible with clearly defined indicators for the selection of such agencies. An indicative set of criteria for pre-qualification, shortlisting and selection of such agencies (primarily NGOs, CBOs and VOs) include:

- History of working with Government (projects, grants, consultancy, partnership)
- Length of experience in environmental awareness/ community participation related activities (minimum 5-10 years)
- Competence for working in slums and town communities, with experience in one or more of the following:
 - o Environment Education and Awareness (especially in themes related to river/water pollution & urban environment)
 - o Slum rehabilitation, resettlement.
 - o Health, hygiene and sanitation
- Working with municipalities and other urban local bodies
- Formation and training of community groups/CBO on themes like Water conservation, recycling, harvesting, River conservation etc
- Experience of working with local communities, in the town(s) concerned.
- Partnership with other NGOs and networking with other agencies.
- Multi disciplinary team (with skills in PRA, communication & media management, training, community work, non-formal education etc.)
- Experience in traditional media, electronic media, development and use of printed resource material.
- Previous experience of similar PP/PA work in an earlier River Action Plan.
- Organizational & Financial capability of managing large projects.

- Capacity to start work at short notice.
- Project management, evaluation and project designing skills.

It is however suggested that the pre-qualification stage of the selection process, be kept open to all types of organizations (i.e. let the pre-selection not be restricted only to NGOs, CBOs and VOs). The eligibility criteria should be advertised in at least one national English newspaper and one national Hindi newspaper. It should also be published in at least one local English newspaper and one local Hindi daily. The information required from the organizations should be sought under the following heads:

- Information about the organization and its key functionaries, which would include but not be restricted to:
 - o Name of the organization
 - o Whether the organization is registered with the Registrar of Societies or Registrar of Trusts or the Registrar of Companies or any other authorized body of the Government of India
 - o Registration Number and the Year of Registration/Incorporation
 - o The address of its registered headquarters
 - o Addresses of other offices (if any)
 - o Telephone numbers, fax numbers, etc. of all its offices
 - o Names, residential addresses and other contact details of the key functionaries of the organization
 - o Number of years of operation of the organization
 - o Key sectors/areas in which the organization operates
 - o Last 3-5 years of audited financial statements of the Organization
 - o Permanent Account Number (PAN) of the organization
- Information regarding the relevant experience base of the organization. Information sought under this head would include, but not be restricted to:
 - o The organization's history of working with Government, multilateral and bilateral donor agencies, corporate houses and other organisations (i.e. either on projects, grants, consultancy, partnership or any combination hereof)
 - o Length of experience in environmental awareness/ community participation related activities (minimum 3-5 years)
 - o Competence for working in an urban area in one or more of the following:
 - o Environment Education and Awareness (especially in themes related to river/water pollution & urban environment)
 - o Health, hygiene and sanitation
 - o Working with municipalities and other urban local bodies
 - o Formation and training of community groups/CBO.
 - o Working on projects related to water conservation, recycling, and harvesting and other river conservation projects,
 - o Experience of working with local communities, in the town(s) concerned.
 - o Experience in traditional media, electronic media, development and use of printed resource material.
 - o Previous experience of similar PP/PA work in an earlier River Action Plan.
- Information regarding the organization's ability and willingness to work for PP/PA activities under short notice. Information sought under this head could include details such as:
 - o The presence Multi disciplinary team (with skills in PRA, communication & media management, training, community work, non-formal education etc.)

Information on the various parameters mentioned above will be collected at the very start of the Project. The PIAs in the respective towns can collect this information and build up a database of organizations capable to implement the PP/PA activities.

The PP/PA Technical Consultant engaged would assist the PIAs in evolving a methodology where the various parameters mentioned above could be given due consideration in selection.

5.3 COSTS AND BUDGETS

The costs for successfully addressing the PP/PA activities are categorized as expenditure to be incurred on:

- Program Implementation
- Consulting Services
- Organizational Capacity Building Budgets
-

Table 5.1 Overall PP/PA Costs in Lucknow

Cost Item	Description	Budgetary Allocation
Program Implementation Costs	<ul style="list-style-type: none"> - This includes the expenses to be incurred on all PP/PA activities till from the year 2007 to the year 2012 for related activities. - The management of expenditure of these funds is to be handled by the Nagar Nigam, with guidance as given in the implementation structure. 	- Approx. Rs. 3,46, 00,000
Consulting Services Costs	<ul style="list-style-type: none"> - Under this section funds for the engagement of local consultants, as well as provision of funds for assistance from NGO's and CBO's have been made. This amount is expected to cover the entire period of engagement from the year 2007 to the year 2012 for related activities. - These funds will be disbursed by the Nagar Nigam. 	- Approx. Rs. 82,00,000
Organizational Strengthening Costs (Local Level)	<ul style="list-style-type: none"> - Under this section funds will be allocated for the strengthening of local organizations for the specific purpose of PP/PA. These funds will provide for engagement of PP/PA specialist staff, related administrative staff, limited office infrastructure, travel budgets, etc. - As outlined in the communication tools, a van equipped with specialist equipment, as well as its operation and maintenance budgets for the duration of this project will also be provided to the Nagar Nigam. 	- Approx. Rs. 41,00,000
Organizational Strengthening Costs (Program Level)	<ul style="list-style-type: none"> - Under this section funds will be allocated for the functioning of the NPPAC. - This funding is reflective of 1/4th the overall budgets required, being distributed in budgets computed for each of the 4 cities. 	- Approx. Rs. 58,00,000
Overall Costs	- Total of all cost items	- Approx. Rs. 5,27,00,000

The fund allocations have been rounded off, with details provided in Appendix B.2.

At the state level however, to facilitate coordination across the 4 cities, and to provide technical guidance, under the Program Management Consultant, a technical specialist be engaged.

5.4 GUIDELINES FOR IMPLEMENTATION OF PROGRAMMES

5.4.1 Communication Tools and Activities

A list of programmes to be implemented has been provided tables 5.2 and 5.3 of the main document and this section shall be seen in continuation of section 4.5.

Table 5.2 Specifications for Communication Tools

Tools	Theme	Specifications
Media		
Press		
Press Conference	Information on progress of physical works and future timelines Yearly/Monthly/Weekly agendas for the awareness activities. Initially in the first conference: the stake and role of various government and non-government bodies	To be accompanied by tea and snacks A press kit with a brief on the intentions of the conference Inviting at least a week ahead of the program followed phone calls a day ahead. Local Consultant to introduce the main speaker (Local PPAC Chairman/Convener or Nagar Ayukt) Maintain a record of happenings and participation with contact details (minutes of the meeting). Follow up of the coverage. Prepare a dossier of each press conference with clippings, VCD with dates.
Press Release	Relation between health/hygiene and sanitation	On one of the preferred themes from the list.
Articles	The benefits of the project Present health status of the city and the intended effects after the project interventions The role and responsibilities of various government bodies The channels of approach for reaping benefits by individuals	Informative with technical inputs Generally in 3 – 4 prominent newspapers (equal representation of Hindi, English, and Urdu) Preferable the regular column should appear in 3 main papers and some articles at certain times may appear in other papers to ensure public coverage.
Advertisements	The need of public participation and the role and responsibilities of the people emphasising in an underlined way the need for willingness to pay Progress of various awareness activities and also their timings and venues Progress of work at various stages	On one of the preferred themes from the list. An add agency to be hired for the purpose Ads to be specially designed for each theme Message to be interesting and eye catching
Television		
Talk shows	Relation between health/hygiene and sanitation The need of public participation and the role and responsibilities of the people in making such projects successful The need and nature of awareness programmes Public opinion on the work progress	In a few national channels – famous talk shows More regularly special talk shows on local channels Equal mix of shows in Hindi, English and Urdu.
Advertisements	Same as ads for the press	Same ad agency employed for newspaper ads. Ads to be specially designed for one of the themes from the list Messages to be interesting to people at all ages and not in the form of sermons

Tools	Theme	Specifications
News	Progress of works Schedule of awareness activities and their results	-
Other Publicity Materials		
Hoardings	Relation between health/hygiene and sanitation The benefits of the project Present health status of the city and the intended effects after the project interventions	In the form painted boards
Banners		Painted on piece of cloth
Posters		Maximum of A2 size Coloured with use of graphics and text both (esp. pamphlets with only text to be avoided)
Pamphlets	The role and responsibilities of various government bodies The channels of approach for reaping benefits by individuals	Maximum of A4 size Coloured with use of graphics and text both (esp. pamphlets with only text to be avoided)
Hot Air Balloons	The need of public participation and the role and responsibilities of the people emphasising in an underlined way the need for willingness to pay Progress of various awareness activities and also their timings and venues Progress of work at various stages	-
OTHER MEANS		
Painting Competition, Debates, Essay Competition, Rallies of children	Relation between health/hygiene and sanitation Vision of the future city Importance of river Vision of future river bank (Individual as well as part of clean river day, clean river week)	Programmes to be both at city level as well as individual school level as decided in programme meetings. Schools selected to be a mix of both public and private ones Competitions to be accompanied by certificates and prizes Request school administrations to send one teacher to accompany students Reimburse for communication
Information Kiosks	As per the need of the Communication activity that it is a part off.	Temporary information booths in the localities where beneficiaries of priority project stay 2 people each shall manage booths. Booths will provide information on local PPAC, priority projects through distribution of literature. Facility for collection of taxes and bills can be an incentive. These booths will operate for a minimum period of 3 weeks.
Power Point Presentations	As per the need of the Communication activity that it is a part off.	-
Documentary Films	Relation between health/hygiene and sanitation Hygienic practices Environmental sanitation Behavioural changes	Prepared by the same ad agency Maximum 30 min film in colour
Information Van	As per the need of the Communication activity that it is a part off.	Property of Local Municipal Corporation Four wheeler Equipped with Projector, Screen, Public address system (mike, speakers etc)

Table 5.3 Specifications for Communication Activities

Activities	Theme/Tools to be Used	Specifications
Focus Group Discussions (FGD's)		<p>Selected list to include opinion makers, scholars, experts, and activists from stakeholders.</p> <p>Invitation to be sent atleast a month before the event followed by phone call a day ahead. Ensure participation of at least 100 persons.</p> <p>An information kit containing background literature on the topics to be discussed.</p> <p>Discussion to be more interactive and technical.</p> <p>Maintain a record of happenings and participation with contact details.</p>
	PRA tools may be used	<p>For Slums</p> <p>These shall also be taken up specifically in slums as a part of the regular visits that are being undertaken</p> <p>It shall take place at the house of one of the slum dweller or an open area in the locality</p> <p>A few brochures relating to the topic may be distributed</p> <p>Maintain a record of happenings and participation</p>
Transect walks	Group discussions Pamphlets	<p>Walk for minimum half hour</p> <p>Accompanied by a person who is knowledgeable about the priority project and related PP/PA</p> <p>The person accompanying the team should have made the walk earlier and should be aware of the problem areas to highlight.</p>
Community workshops	Power point presentations Posters Publicity Van, Banners Distribution of pamphlets	<p>Accompanied with food/refreshments.</p> <p>Publicise for the workshop for at least one week with the help of Publicity Van, Banners and distribution of pamphlets</p> <p>Make arrangements for exhibition where panels of photographs of priority projects, environmental status in the city and the posters/paintings etc generated at school competitions is displayed</p> <p>A senior officer involved with priority project should address the participants and explain those benefits of priority projects.</p> <p>Distribute written literature in Hindi.</p> <p>Maintain a record of participation and happenings</p>
		<p>For Slums</p> <p>Publicise for the workshop for at least one week with the help of Publicity Van, Banners and distribution of pamphlets – target area should be the participating slum localities</p> <p>Distribute written literature in Hindi.</p> <p>Maintain a record of participation and happenings</p> <p>50% of the participants shall be women from the slums</p> <p>presence of practicing doctors/Quacks/MRPs from the locality will be ensured</p> <p>Accompanied with food/refreshments.</p> <p>An area near the slum locality – possibly MCD school ground or open area with tented arrangements</p> <p>It shall be ensured that people from Nagar Nigam, Jal Sansthan are present</p>
Swasthya Mela	Posters Pamphlets Information Kiosk Information Van	<p>Organised in open grounds</p> <p>Doctors for free health checks especially for water related disorders, free eye checks etc can be added incentive</p> <p>Various private health institutes, medicine houses, medical equipment manufacturers etc can be invited to propagate themselves.</p> <p>Every person visiting should have a compulsory medical check-up (mainly to check for water related disorders) and their health status should be recorded. This shall help review health status for water borne diseases.</p>
Health Camp for slums	Posters Pamphlets Information Kiosk	<p>Special camps targeting slum population to be organised separately</p> <p>Organised in open grounds near the slum area</p> <p>Doctors for free health checks especially for water related disorders, free eye checks etc can be added incentive</p>

Activities	Theme/Tools to be Used	Specifications
	Information Van	Every person visiting should have a compulsory medical check-up (mainly to check for water related disorders) and their health status should be recorded (if possible locality wise). This shall help review health status for water borne diseases. For first year the camps are open to all but subsequently only NHG members Some private company may sponsor the event
School Programmes	Painting Competition, Debates, Essay Competition, Rallies of children	As described in table on information tools
Programmes for Women	Talk shows with special themes attended only by women - Themes to be gender sensitive Group Discussion	Invitees to represent all walks of life – professionals, experts on women's issues and working and non-working women.
Information Mela	Information Kiosk Information Van Posters Pamphlets Hoardings Banners	Held in open grounds at an area within the main city so that it is not difficult to reach. Tax collection or something of the like shall be offered to people as incentive to visit 5 – 6 kiosks giving information of different subjects like organisation and duties of LNN, PP/PA, sewerage schemes, non-sewerage schemes, etc All new recruits to LNN and Local Consultant shall be present with badges for their names and designation. Information shall also be given on their duties.

5.4.2 Slums / Dhobighat related works

For activities related to slums and dhobighats the consultant shall:

- Have a separate team of 4-5 field workers per sewerage district for carrying out the regular slum activities
- Each team of sewerage district will consist of one leader and rest field workers.
- All field workers should be from social work background with at-least a bachelors in social work or 2-3 years of field experience in related activities
- The team leader should be minimum bachelors in Social work/related field and 2-3 years experience of working with the slum communities
- The team should have minimum 50% female members
- The tea shall be in-charge to cover all the slums that fall under one sewerage district
- In case the slum falls under two sewerage districts then it shall automatically move into the jurisdiction of the team that has lesser population under its cover
- The team has to visit each of the slum and a minimum of two visits per month are compulsory
- The activities will be undertaken in three phases as detailed in section 4.5.5
- Records to be maintained for all the activities and monthly reports to be sent separately to in-charges
- Before the commencement of the work each team shall be given a time of two months to access the situation in their respective area and set targets for themselves.
- The targets have been defined in section 4.5.5 table 4.15 and 4.16, but the timeline for these targets will be defined by the respective teams
- Timelines for different groups may vary according to the local conditions

- After 6 months once a chance will be given to all to revise timelines if required after which these shall be final and treated as monitoring and evaluation tools.
- The involvement of voluntary groups and school children will be vital.

Appendix A

Appendix A.1

Table 1 – Socio-Economic Classes in the Core Area of Lucknow

Economic Class	Religion	Sect/Caste	Occupation	% Population
SEC I MPCE Rs 2000 – 3500 Asset Class Rs. 20 – 50 Lakh	Hindu	Rajput, Bania	Business/ Professional	2 %
	Muslim	Shia	Business/ Professional	
	Hindu	Kashmiri Pandit	Service/ Professional	
SEC II MPCE: Rs 1,501 – 2,000 Asset Class: Rs 10 – 20 Lakh	Hindu	Kayastha / Rajput / Brahmin	Service/ Professional	6 %
	Hindu	Rastogi / Kayastha	Business	
	Muslim	Shia	Business	
SEC III MPCE: Rs 751 – 1500 Asset Class Rs. 3 – 5 Lakh	Muslim	Shia	Business/ Trade / Class III / Artisan	11 %
	Hindu	Kayastha / Khatri / Brahmin	Business/ Professional / Service	
	Hindu	Rajput	Real Estate	
	Muslim	Sunni	Business / Contractor	
	Sikh/ Punjabi		Service / Business	
SEC IV MPCE: Rs 751 – 1500 Asset Class: Rs 3 – 5 Lakh	Hindu	Kayastha / Brahmin	Service/ Professional	22 %
	Muslim	Shia	Business/ Trade / Artisan	
	Muslim	Ghosi	Dairy	
	Hindu	Kayastha / Brahmin	Service / Business	
	Hindu	Bania/Panjabi	Business/Class I	
	Sikh		Business	
	Muslim	Sunni	Business/Service	
	Hindu	Yadav	Dairy/Trader	
SEC-V MPCE : Rs. 501-1,000 Asset Class : Rs. 1 – 3 Lakh	Hindu	Mixed Caste (Mainly OBC)	Service/ factory Worker	19%
	Muslim	Sunni	Petty Trade/ Business	
	Muslim	Sunni	Service/ Factory Worker	
	Muslim	Sunni	Artisan	
	Muslim	Ghosi	Dairy	
	Muslim	Shia	Artisan	
	Hindu	Yadav	Diary	
	Muslim	Lalbeli	Service	
Dhanuk / valmiki / Harijan	Muslim	Sunni	Mechanic/petty Trade/Service/ Factory Worker	14%
	Hindu	Mixed Caste (Mainly BC)	Mechanic/ Petty Trade/Service/ Factory Worker	
	Hindu	Valmiki	Sweeper (Class I V	
	Muslim	Lalbeli	Petty Trade	
	Hindu		Agr / Labour	
SEC-VII MPCE : Rs. 100 – 500 Asset Class : < Rs . 20,000	Hindu		Sweeper /Hosehold Service Community	26%
	Muslim	Sunni	Labourer /Service / Dairy	
	Muslim	Shia	Petty Trade /Artisan	
	Hindu	Mochi / kahar	Labourer /Rickshaw puller / rag Picker	
	Muslim	Sunni	Artisan	
Total				100%

Appendix A.2

Table 2 Socio –Economic Typologies from Periphery Area

ECONOMIC CLASS	HOUSE TYPE	% POPULATION
SEC –I MPCE: RS. 2,001 –3,500 Asset Class: Rs . 20 –50 Lakh	Private Colonies / Very Large Houses /Large Houses	21%
SEC –II & III MPCE : Rs .801- 3,000 Asset Class : Rs. 75,000-20Lakh	Private Colonies / MIG Houses	30%
SEC –IV, V & VI MPCE : Rs. 601 – 2,000 Asset Class : Rs. 30,000-5Lakh	Private Colonies /LIG Houses	19%
SEC –VII MPCE: Rs. 751-1,500 Asset Class :Rs. 4,000 –30,000	EWS Houses /Squatter (Nazool &Irrigation Land) / Squatter(LDA Flates)	6%
SEC –VIII : Urban Village MPCE : Rs. 501-1,000 Asset Class :Variable		24%
Total		100%
Source: Taru Primary Study, Jan 1996.		

Appendix B

[illegible][illegible]

Appendix B.2 Cost for PPA for Lucknow (1/2)

Main Activity	Details	2007			2008			2009			2010			2011			2012		
		Frequency	Cost per event	Total	Frequency	Cost per event	Total	Frequency	Cost per event	Total	Frequency	Cost per event	Total	Frequency	Cost per event	Total	Frequency	Cost per event	Total
SET I																			
Committee Workshops		12	1,000	12,000	12	1,000	12,000	12	1,000	12,000	12	1,000	12,000	12	1,000	12,000	12	1,000	12,000
Necessary Publicity Programmes																			
	Information Kiosk (Ref pt 1)			62,000															
	Information mela	1	150,000	150,000															
	Working the information van			30,000															
	Publicity tied with construction /rehabilitation of projects (Ref pt 6)																		
		*	*	30,000	*	*	10,000	*	*	10,000	*	*	10,000	*	*	50,000	*	*	50,000
	Necessary Explanatory Meetings	2	15,000	30,000	2	15,000	30,000	2	15,000	30,000	2	15,000	30,000	2	15,000	30,000	2	15,000	30,000
	Demonstration Programmes																		
	Demonstration Programmes for Non-Sewerage	14	15,000	210,000															
SET II																			
Entry point Activities																			
	Community Workshops (3X6)	18	40,000	720,000															
	Immediatory Sessions	*	*	30,000															
				1,000,000															
				1,800,000															
Regular Publicity (ref pt 2)																			
Yearly Campaign																			
Clean River Day																			
	Information Mela	1	60,000	60,000	1	60,000	60,000	1	60,000	60,000	1	60,000	60,000	1	60,000	60,000	1	60,000	60,000
	Transect Walks	6	5,000	30,000	6	5,000	30,000	6	5,000	30,000	6	5,000	30,000	6	5,000	30,000	6	5,000	30,000
	School Programmes	*	*	20,000	*	*	20,000	*	*	20,000	*	*	20,000	*	*	20,000	*	*	20,000
	River Cleaning Drive			10,000			10,000			10,000			10,000			10,000			10,000
	Misc activities			20,000			20,000			20,000			20,000			20,000			20,000
Clean river week																			
	Publicity			10,000			10,000			10,000			10,000			10,000			10,000
	Print screening at public places (Ref pt 3)	10	5,000	50,000	10	5,000	50,000	10	5,000	50,000	10	5,000	50,000	10	5,000	50,000	10	5,000	50,000
	House to House	14	15,000	210,000	14	15,000	210,000	14	15,000	210,000	14	15,000	210,000	14	15,000	210,000	14	15,000	210,000
	River Cleaning Drive	1	15,000	15,000	1	15,000	15,000	1	15,000	15,000	1	15,000	15,000	1	15,000	15,000	1	15,000	15,000
	Sports Competitions	1	30,000	30,000	1	30,000	30,000	1	30,000	30,000	1	30,000	30,000	1	30,000	30,000	1	30,000	30,000
	School Programmes			20,000			20,000			20,000			20,000			20,000			20,000
	Misc activities			60,000			60,000			60,000			60,000			60,000			60,000
Regular activities for slums and Dohighats																			
	Regular Visits (Ref pt 4)			3,500,000			3,500,000			3,500,000			3,500,000			3,500,000			3,500,000
	Slum Community WS	2	120,000	240,000	2	120,000	240,000	2	120,000	240,000	2	120,000	240,000	2	120,000	240,000	2	120,000	240,000
	Health camps																		
Fixed Costs																			
Information Van				600,000			600,000			600,000			600,000			600,000			600,000
Projector				600,000			600,000			600,000			600,000			600,000			600,000
Regular equipments like mice, speakers, etc that is required for a workshop				20,000			20,000			20,000			20,000			20,000			20,000
3 Computers (shall be added at the third Year)				75,000			75,000			75,000			75,000			75,000			75,000
Printer				5,000			5,000			5,000			5,000			5,000			5,000
Misc				10,000			10,000			10,000			10,000			10,000			10,000
Documentary films																			
(5 nos as per specification)				2,500,000			2,500,000			2,500,000			2,500,000			2,500,000			2,500,000
Yearly Costs for Implementation				9,244,000			9,244,000			9,244,000			9,244,000			9,244,000			9,244,000
Administrative Activity																			
State Coordination Cell Meeting once every year in each city		1	5,000	5,000	1	5,000	5,000	1	5,000	5,000	1	5,000	5,000	1	5,000	5,000	1	5,000	5,000
Local Consultant/ NGO (Ref pt 5)				1,100,000			1,100,000			1,100,000			1,100,000			1,100,000			1,100,000
NPPAC Cell				750,000			750,000			750,000			750,000			750,000			750,000
LNN				50,000			50,000			50,000			50,000			50,000			50,000
Yearly Administrative Costs				1,905,000			1,905,000			1,905,000			1,905,000			1,905,000			1,905,000
				1,905,000			1,905,000			1,905,000			1,905,000			1,905,000			1,905,000
Overall Costs				11,149,000			11,149,000			11,149,000			11,149,000			11,149,000			11,149,000
Overall Implementation Costs				38,421,000			38,421,000			38,421,000			38,421,000			38,421,000			38,421,000
Overall Cost Inc Administrative & Fixed costs				52,756,000			52,756,000			52,756,000			52,756,000			52,756,000			52,756,000

