

# 4<sup>th</sup> year interim Narrative Report

January 2021 to June 2021



## Slum-based Citizen Action Network (SCAN) Project

Implemented by

**Resource Integration Centre (RIC)**

&

**Solidarités International**

Supported by

**European Union**



**TABLE OF CONTENTS**

1. Description	3
2. Assessment of Implementation of Action	4
2.1 Executive Summary of the Action	4
2.2 Results and Activities	6
2.3 M&E Framework-revised	20
3. Beneficiaries/affiliated entities and other cooperation	21
4. Visibility	22
5. Annex: 8 annexes attached	
6. Attachment: Case Study Report Final Survey WASH & WM Final Evaluation Report	

## ACRONYMS

AGM	Annual General Meeting
BoQ	Bill of Quantity
CSO	Civil Society Organization
DNCC	Dhaka North City Corporation
DSCC	Dhaka South City Corporation
DWASA	Dhaka Water Supply & Sewerage Authority
GO	Government Organization
HH	Household
HP	Hygiene Promotion
LA	Local Authority
MoU	Memorandum of Understanding
NASaF	Nagorik Adhiker Sangrakkhan Forum
NGO	Non-Government Organization
NGOAB	NGO Affairs Bureau
O & M	Operation and Maintenance
PMC	Project Management Committee
PME	Participatory Monitoring and Evaluation
PWCSP	Primary Waste Collection Service Provider
RIC	Resource Integration Centre
SBCC	Social Behavioural Change Communication
SCAN	Slum-based Citizen Action Network
SI	Solidarités International
SOP	Standard Operating Procedure
SP	Service Provider
SWM	Solid Waste Management
ToT	Training of Trainers
UV	Ultraviolet
WASA	Water Supply and Sewerage Authority
WASH	Water, Sanitation and Hygiene
WM	Waste Management

## 1. Description

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- 1.1. Name of Coordinator of the grant contract: European Commission
- 1.2. Name and title of the contact person: representative of Delegation of the European Union to Bangladesh
- 1.3. Name of beneficiary(ies) and affiliated entity(ies) in the Action: Resource Integration Centre (RIC)
- 1.4. Title of the Action: Slum-based Citizen Action Network (SCAN).
- 1.5. Contract number: CSO/LA/2017/391-44
- 1.6. Start date and end date of the reporting period: 01 January – 30 June 2021.
- 1.7. Target country (ies) or region(s): Dhaka City, Bangladesh.
- 1.8. Final beneficiaries &/or target groups<sup>1</sup> (if different) (including numbers of women and men):  
Final beneficiaries: 60,000 dwellers of 10 slums and low-income settlement areas of 8 wards in Dhaka city. Dhaka Water Supply & Sewerage Authority (DWASA), Dhaka North City Corporation (DNCC) and Dhaka South City Corporation (DSCC) are also benefited as through the project.  
Target groups: 29 Civil Society Organizations (CSO)- 10 slum-based women, 10 slum-based youth, 8 ward-based and 1 central CSO members are target groups. Women and youth from minority groups (by profession and low caste) are also include in CSOs as members.
- 1.9. Country in which the activities take place (if different from 1.7): n/a

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<sup>1</sup> “Target groups” are the groups/entities who will be directly positively affected by the project at the Project Purpose level, and “final beneficiaries” are those who will benefit from the project in the long term at the level of the society or sector at large.

## 2. Assessment of Implementation of Action

### **2.1 Executive Summary of the Action:**

Resource Integration Center (RIC) as lead partner and the French-based international Humanitarian organization 'Solidarités International (SI), through the 'Slum-based Citizen Action Network (SCAN)' project has worked to increase access to realize the rights to effective Water, Sanitation & Hygiene (WASH) and Waste Management (WM) services for the poor slum dwellers living in the Dhaka City. This project has been implemented with the financial support of the European Union (EU) in 10 slums under the 8 wards of Dhaka North City Corporation (DNCC) and Dhaka South City Corporation (DSCC) through engaging CSOs.

Slum-based 20 CSOs (10 youth groups and 10 women groups) and 8 wards based CSOs that are known as 'Nagorik Adhiker Sangrakkhan Forum (NASaF)' have been formed for engaging in negotiations with local authorities (LAs) and service providers (SPs). The CSOs were able to raise their voice in various forums like-4 ward level coordination meeting with service providers, 38 help-desk sessions, 5 conduct social audit, 2 memorandum submissions, 2 mass awareness campaign, 3 public hearing, 4 ward level workshops, 30 Hygiene Promotion campaigns, 10 water quality tests from 10 slums and 8 award ceremonies, renovation of six latrines, one bathing space and one drainage along with the new construction of one latrine, etc. Women engagement in project and their social activities have increased significantly. Through these activities they have set-up relationship among beneficiaries, zone offices of DNCC and DSCC and DWASA. CSOs gained the ability to advocate for low-income slum dwellers with local authority (LAs) and service providers and to address issues through linkup with them. As a consequence, they have been successful in achieving some positive results including submission of the memorandum resulted in reopening of the closed water pumps by the DWASA authorities within seven days; DNCC, DSCC and DWASA are now much more active in carrying out their duties; regularly sweeping the streets inside the slums; spraying disinfectants; cleaning the drains; and disposing waste. Four talk shows titled "Poor-friendly urban services" have been aired on ATN Bangla TV channel. Moderated by a renowned journalist, and renowned experts from countries like; DNCC Mayor, DWASA authority, University Professors' Local government specialist participated in the discussion as guests with issue-based experience.

One of the important activities of the project was to create linkages between LAs, service providers and urban poor to get service through establishing 'Help-Desk' at Ward Councilor offices. Ward Councilors and service providers were committed to conducting regular help desk and coordination meetings and committed to continue in the future in the absence of the SCAN project. A lot of cases continue to come through the service box which have been resolved smoothly such as; broken manhole repaired, drain and canal cleaned, water dirt removed, family related problems solved, waste disposed etc. The project is confident that this practice would be continued beyond the project period.

Final evaluation (FE) shows some positive changes e.g., on average, the households have access to water for 16 hours. 32% of the HHs is using hygienic latrines. 40.9 % of the surveyed households use bathing facilities renovated/installed by the SCAN project. As high as 82% of respondents reported that they always wash their hands with soap after defecation. Most of the households in the community (96%) are aware of a waste management system. 75.2 % of the households dispose of their waste through a rickshaw-van based primary collection system. The drainage system in some of the targeted areas have also improved as a result of covering the drainage with slabs.

An innovation of the project is that, introducing alternate waste management in Gudaraghat-Shaparan slum by producing compost from household's waste. Four waste decomposing plants have been set up, where the household waste of the slum dwellers is stored and two tin sheds have been constructed for drying waste compost. Some slum dwellers have started cultivating vegetables by using their produced compost. The project has also introduced waste management through van services in 3 slum areas as there were no household waste disposal system by motivating Ward Councilors and service providers.

During this reporting period from January 2021-June 2021, the global COVID-19 pandemic affected Bangladesh with a constantly increasing caseload. The regular project activities were severely hampered due to movement restrictions put in place by Government of Bangladesh in order to control the second wave of COVID-19. But yet in this situation, the SCAN team mostly achieved all the activities. Some policy advocacy related events such as; roundtable meeting, press conference and also national level demonstrations on pro-poor issues were not possible to implement. However, budget of this activity shifted to hardware intervention and activities have been implemented which were approved by the EU. At the end of the project, it is calculated that the total project (administrative and programme) burn rate is 97.45% (up-to June 2021).

## 2.2 Results and Activities

### A. Result

**Result 1:** CSOs members are active in assessing their community's needs and advocating with LAs for the provision of services improving access to the basic WASH and environmental rights.

- Organize Monthly Meeting for slum base CSOs
- Organize Monthly Meeting for Ward base CSOs
- Organize Bi-Monthly Meeting for Central CSOs
- Water Quality Testing
- Quarterly coordination meeting with the CSOs, service providers and LAs
- WASH and Waste Management Final Survey by Slum CSOs

Even within the COVID-19 pandemic, CSO members (Women, youth and ward groups) have held their regular meetings, both physically and virtually. They have played an important role in the upliftment of the community as well as advocating with local authorities by participating in various activities to ensure access to their WASH and waste management rights and services. They have also participated in coordination meetings and solved problems in the area through various service providers and Ward Councilors. They have able to coordinate with NGOs, LAs and service providers like; DWASA, DSCC, DNCC etc. to negotiate their rights in this regard. Actively disseminated COVID-19 awareness messages at community level. These messages were learnt from different hygiene promotion workshops and training. Some results have been achieved through the implementation of above activities. For example; three inactive drains have been activated in ward no. 24, DSCC, 1260 families of Shaheednagar slum, ward no. 24, DSCC dispose their households waste through van service, 20 families of Gudaraghat-Shahparan slum ward no. 2, DNCC are producing compost themselves and producing vegetables, manhole cover in front of Khalil Sardar Mosque has been repaired at ward no. 22, DSCC, both the CSOs' members were divided into small groups and they distributed awareness raising leaflets, hand sanitizers, masks, disinfectants, spray machines and bleaching powders in DSCC and DNCC areas with the support of City Corporation as the COVID-19 situation deteriorated again, 10/D slum, ward no. 3, DNCC Women and Youth committee members bought and use waste bins for disposing waste by contributing five taka each.

CSO members are now more aware of their responsibilities and committed that they will be able to solve their problems in the absence of SCAN project in the future. One notable lesson observed that young people have the potential to transform their respective communities and improve their rights, as they are usually more open to accept change and have the courage and strength to actively seek out that change.

**Result 2:** LAs are more willing and proactive in engaging with slum communities and marginalized groups to increase access to basic rights to WASH services and a clean environment.

- IEC Materials Development
- Round table with DNCC, DSCC and DWASA
- Organize talk show at television
- Human chain, rally, memorandum submission to raise demand of slum dwellers at central level
- Press conference on pro-poor issues at central level

During the reporting period, CSOs organized and participated in various activities such as human chain, rally, cleaning demonstration and memorandum submission to raise demand of slum dwellers. A significant achievement worth mentioning here is; Central NASaF submitted a memorandum to DWASA MODS Zone-2, demanding on "re-opening of the closed pump" at Vagalpur in Hazaribagh area of DSCC, ward

no. 22. After submitting the memorandum, the DWASA authorities reopened the closed water pump within seven days. Now the dwellers are able to use the required water.

In addition one memorandum has been submitted to DWASA MODS Zone-10 demanding ‘installation of new water pump’ in the Burirtek area, Gudaraghat-Shahparan slum of North Kalshi of ward no. 2, DNCC.

The advocacy-related activities including roundtable meetings with DNCC, DSCC and DWASA, press conferences on pro-poor issues couldn’t be organised because of COVID-19 pandemic. The budget for these actions have been reallocated for the hardware intervention with the approval of EU.

**Result 3:** Formal linkage mechanisms allowing communication and negotiation between communities, CSOs and LAs are firmly established.

- Organize Public hearing
- Ward level workshop with the service providers
- Establish help desk at Ward Councillor office
- Establish service box
- Conduct quarterly Social Audit by CSO at slum
- Organize help desk meeting

During this reporting period project has completed all the above activities. Slum dwellers have been able to raise their problems to concerned Ward Councilor, DNCC, DSCC through public hearing, workshop, social audit, help-desk meeting, setting up service boxes. The concerned Ward Councilor and service providers are committed to solve the problems quickly. Some significant achievements worth mentioning here are; After public hearing the Ward Councilor of ward no. 24, DSCC took immediate steps to clean 6 drains of wards 22, 24 and 25 and waste has been disposed from 18 places. Sewerage points have been repaired at Nagar Beltoli and Madrasha gali, ward no. 25, DSCC through DSCC Zone-3. The canal of 10/D slum, ward no. 3, DNCC has been cleaned. The problem of water supply at Hrishipara slum, ward no. 25, DSCC has been solved by the DWASA. Adequate water supply is being provided at present.

**Result 4:** Through the activities, access to effective WASH and Waste Management systems is increased in targeted communities.

- Hygiene Promotion Strategy Workshops
- Hygiene Campaign in slums with slum CSOs
- Hygiene Campaign through street drama, folk song
- Development of slum CSO WASH and Waste Management schemes
- Support to slum CSOs to implement the WASH and Waste Management schemes
- Support to Ward CSOs for implementation of community mobilization, advocacy on WASH & WM projects upon submission of CN
- Support to Central CSO to implement Advocacy projects upon submission of CN
- Slum WASH and WM Project Case study report



In this reporting period all the above activities have been completed. After conducted the hygiene campaign through street drama, folk song by the professional team Slum dwellers have developed the habit of always washing their hands with soap after defecation. The SCAN final survey outcome shows significant improvement of handwashing practices within the targeted communities. Indeed, at final survey stage 82% of the surveyed population said that they always wash their hands with soap after defecation and 76% claimed they wash hands before eating (details in Annex 4). The findings of the final survey indicated that the Water and Sanitation situation of the targeted slums has been improved with 68% of the dwellers having access to adequate water supply, and 32% dwellers having access to a hygienic latrine (compared to 18% at baseline). The construction and rehabilitation of latrines, water points and handwashing facilities by SI has accelerated the process of community mobilization and effective advocacy to local administration (source-Final Survey Report). Targeted community people also predominantly (55% as per final survey) practice water purification before consumption as they were intensely sensitized by Youth and Women CSO members. During the project period, 81 schemes were developed and implemented through needs assessments and a series of consultations with communities, CSOs and LAs. In this process, the community have the responsibility for operation, maintenance and caretaking of the schemes. Dwellers are accessing to adequate water throughout the year. They have access to a hygienic latrine and disposing their waste through a rickshaw-van based primary collection point. With the assistance of the DSCC Zone-3, 1660 families of Shaheednagar slum in ward no. 24 are keeping households waste in the designated wastebin and disposing the waste through van service at the specified time.

## **B. ACTIVITIES**

### **PERFORMED ACTIVITIES UNDER RESULT 1**

Statistical information of projected activities under the result 1

<b>Activity</b>	<b>Project Target</b>	<b>Achieved in Year 4</b>	<b>Cumulative Achievement (year 1 + year 2+ year 3+ Year 4)</b>
1.4 Monthly meeting for slum base CSOs	740	120	694
1.5 Monthly meeting for ward base CSOs	283	48	263
1.6 Bi-monthly meeting for central CSOs	17	3	14
1.16 WASH and Waste Management Final Survey by Slum CSOs	1	1	1
1.17 Water quality testing (3 partners) needs, midterm, final survey	60	140	190
1.18 Ward-based quarterly meeting with the CSOs, service providers and LA	41	4	41

**Activity 1.4 Organize Monthly Meeting for slum base CSOs**

There are 20 slum-based CSOs (per CSO 20 to 25 members) formed in DNCC and DSCC. Out of them 10 women and 10 youth CSOs actively performed in various activities in Year 4. The monthly meetings of both the CSOs were conducted on a regular basis physically and virtually due to COVID-19 pandemic. The CSOs have identified the problems in their area through meetings and have resolved the problems by liaising with the concerned service providers.

In Year 4, 120 slum CSO (60 women and 60 youth) meetings were held., among them 72 meetings in DNCC and 48 meetings in DSCC.



Youth committee virtual meeting

**Activity 1.5 Organize Monthly Meeting for Ward based CSOs**

8 ward-based CSOs known as Nagorik Adhiker Sangrakkhan Forum (NASaF) were formed in 8 wards comprising of social workers, volunteers, religious leaders and selected slum CSO members. They conducted regular physical and virtual monthly meetings. They arranged awareness campaigns, visited slums and participated in various events throughout the year with the aim of linking the CSOs with the communities, LAs and SPs. Ward CSOs have solved the problem by coordinating with Slum CSOs and contacting the concerned DWASA, DNCC, DSCC, Ward Councilors. As deemed necessary, they took help from the Central NASaF.

In Year 4, there were a total of 48 ward CSO meetings (30 in DNCC and 18 in DSCC) were organized.



Ward CSOs' virtual meeting

**Activity 1.6 Organize Bi-Monthly Meeting for Central CSOs**

The central CSO known as Nagorik Adhiker Sangrakkhan Forum (NASaF) worked to coordinate among all project CSOs. They linked up between DWASA, both city corporations in Dhaka, slum CSOs, and ward CSOs to get various essential services and establish the rights of urban poor people. Sometimes they submitted memorandums to Dhaka City Corporation and Dhaka WASA authorities on WASH and waste management issues and tried to resolve the issue by contacting the concerned ministry on national issues.

In Year 4, a total of 3 meetings of central CSO were organized.



Central CSOs' meeting

**1.16 WASH and Waste Management Final Survey by Slum CSOs**

During this reporting period, a final survey was conducted to measure the progress and change based on project activities, to assess the situation of WASH and WM at the end of project, to evaluate community satisfaction, to evaluate the role of CSOs in project activity design and implementation and lastly to provide recommendations for future intervention. Specific objectives of this activity were:

- Measure the progress and change based on project activities, most specifically the implementation of schemes and the assistance provided to the community.
- Assess the situation of WASH and WM at the end of project.
- Evaluate the community satisfaction
- Evaluate the role of CSOs in project activity design and implementation.
- Propose recommendations for future interventions

The detailed outcomes of this evaluation were planned to be shared with stakeholders and community members through multiple workshops at community level. However, due to the extended lockdown imposed by the government at the end of this project, SI was unable to organise these planned workshops. As a mitigation measure, respecting COVID-19 precautions by ensuring social distancing and other measures, the main outcomes of this study have been shared with CSOs members in small groups.

As per the findings of the final survey (**detailed report in Annex 4**) the Water and Sanitation situation of the targeted slums has improved to the expected level, as 68% of the dwellers have access to adequate water where in the baseline only 2.44% dwellers had adequate source of water throughout the year. Additionally, 32% dwellers have access to a hygienic latrine, compared to the baseline value 17.63%.

### ***1.17 Water Quality Testing***

During this reporting period, SI completed 10 Water Quality Test (WQT): 40 samples were from 4 slums in Hazaribag and Lalbag working areas (Vagolpur Jalepara, Hrishipara, Saheednagar and Kumartuli-Chanpur) and 60 samples were from DNCC area (10/D, Gudarahat Shahaporan, Chalantika, Jhilpar, Kolabagan, Robidaspara). Water samples were collected from the underground water reservoirs, household level water storage, pipelines and UV filters. Chemical and biological tests were conducted yearly to identify the presence of faecal coliform, iron, turbidity and Ph (4 parameters).

Overall, the first 40 biological tests (80 samples; i.e 2 sample from each water point), were performed by an external laboratory (ICDDR). However, SI ran out of testing kits, and so the 60 remaining tests were conducted internally by SI WASH Officer on the similar parameters of PH, Iron & Turbidity. (**Details in Annex 5**).

The summary of the results are the following:

- Measure of Turbidity: <5 NTU
- Measure of PH: all results were between 6.5 and 8.5
- Measure of Iron: Average of tests results was 0.85
- Count of Fecal Coliform:
  - 0 fecal coliform found in 29% of the tests.
  - 1-10 fecal coliform found in 23.5% of the tests.
  - 11-100 fecal coliform found in the 41.5% of test.
  - >100 fecal coliform found in 5% test.

#### *% of tests which shows 0 FCU*

Due to the government restrictions on movement and the increase of COVID-19 caseloads, the SI team couldn't organize any event to share the WQT results. However, the local authorities have been informed of these results for necessary measure to be taken.

Overall, the outcomes of these two conducted studies during this reporting period revealed the very positive impact of this activity. According to the final survey report, community people have been well sensitized on water purification before consumption. In fact, thanks to continuous work of the Youth and Women CSO members over the last three years on sensitizing their communities on the water safety plan, the community has now increased its capacity and awareness regarding water treatment. Indeed, 65% of the final survey respondents reported to attend a water treatment awareness session, and 55% reported to effectively treat water before consumption.

### ***1.18 Ward-based quarterly meeting with the CSOs, service providers, and LA***

The coordination meeting is a platform where all the ward level service providers of the city corporation come together and solve the problems related to WASH and waste management in a concerted effort. Through the coordination of Ward Councilor, the respective GO-NGO service providers met quarterly and discussed their existing works, progress and constraint of various services at a glance. Moreover, the representatives from local citizens, CSO members raised their problems to SPs towards quick solutions. For example, the manhole cover in front of Khalil Sardar Mosque has been repaired at ward no. 22, DSCC. Three inactive drains have been activated in ward no. 24, DSCC.

In the Year 4, a total of 4 ward-based quarterly meetings (2 in DNCC and 2 in DSCC) were organized. (**details in annex 7**)



Coordination meeting ward no. 24, DSCC

## PERFORMED ACTIVITIES UNDER RESULT 2

Statistical information of projected activities under the result 2

Activity	Project Target	Achieved in Year 4	Cumulative Achievement (year 1 + year 2+year 3+Year 4)
2.1 IEC material development and distribution	5	2	6
2.2 Round table with DNCC, DSCC and DWASA	4	0	0
2.3 Organize talk show at television	4	4	4
2.5 Human chain, rally, memorandum submission to raise demand of slum dwellers at central level	3	2	5
2.6 Press conference on pro-poor issues at central level	4	0	0

### **Activity 2.1 IEC material development and distribution**

To prevent the spread of COVID-19 pandemics, in compliance with government-mandated health guidelines several festoon, leaflets have developed.

### **Activity 2.2 Round table with DNCC, DSCC and DWASA**

Due to COVID-19, high-level government officials of DNCC, DSCC and DWASA could not be mobilized to compliance with health guidelines and maintain social distance. That's why activity were not possible to implement. However, budget of this activity shifted to hardware intervention and activities have been implemented, which are approved by the EU.

### **Activity 2.3 Organize talk show at television**

In the 4<sup>th</sup> year, four talk shows titled "Poor-friendly urban services" have been aired on ATN Bangla TV channel. There were four issues:

1. Easy access to water for the urban poor: Strategy;
2. Help-desk (a bridge towards the poor);
3. Participatory waste management;
4. Ward level coordination (between govt.-non govt. service providers);

Moderated by a renowned Journalist, and renowned experts from countries with issue-based experience on four topics participated in the discussion as guests. The discussants were:

1. Atiqul Islam, Mayor, DNC
2. Abul Haseeb Khan, ED, RIC
3. Dr. Tofail Ahmed, Local government specialist
4. Prof. Dr. Md. Mujibur Rahman, University of Asia Pacific, Ex. departmental head of BUET
5. Air Commodore Badrul Amin, Chief Waste Management Officer, DSCC
6. Engineer Uttam Kumar Ray Commercial manager, Dhaka WASA
7. Farid Ahmed, Chief Executive Officer, DSCC
8. Tajjul Islam Bappi, Councilor, ward no.06, DNCC
9. Abu Naser Khan, Chairman, Poribesh Banchao Andolon-PoBA )
10. Arshad Siddiqi, Editor, Pranto Barta
11. Md. Hafijur Rahman Moyna President, NASaF
12. Mainul Alam, Senior Journalist, Daily Ittefaq (Bengoli newspaper)
13. S. M. A. Muyeed, Project Coordinator, RIC
14. Joy-E- Mamun, Senior Journalist, ATN Bangla, as a Moderator



Talk show on ward level coordination (between GO-NGO service providers)

The Mayor attached great importance to the Help Desk and Ward Level Coordination Meeting and highly appreciated it. He said that Dhaka North City Corporation would extend all possible assistance to continue such activities.

### **Activity 2.6 Press conference on pro-poor issues at central level**

Due to COVID-19 media personnel could not be mobilized to compliance with health guidelines and maintain social distance. Besides, according to the format of these events, it was supposed to organize in the media house but, media houses suspended facilities to arrange any kind of event in their premises. That's why activity were not possible to implement. However, budget of this activity shifted to hardware intervention and activities have been implemented, which are approved by the EU.

### **Activity 2.5 Human chain, rally, memorandum submission to raise demand of slum dwellers at central level**

During the reporting period, Central NASaF submitted a memorandum to DWASA MODS Zone-2, demanding on "re-opening of the closed pump" at Vagalpur in Hazaribagh area of DSCC, ward no. 22.

In addition, one memorandum has been submitted to DWASA MODS Zone-10 on March 25, 2021 for demanding 'installation of new water pump' in the Burirtek area of North Kalshi of ward no. 2, DNCC. As a process of submitting the memorandum, miking, banners and festoons have been hosted in the area to call for mass signatures. After that mass signatures were collected from the people (660 people) of Gudaraghat-Shahparan slum.



Collecting mass signature for submitting memorandum

## **PERFORMED ACTIVITIES UNDER RESULT 3**

Statistical information of projected activities under the result 3

Activity	Project Target	Achieved in Year 4	Cumulative Achievement (year 1 + year 2+ year 3+ Year 4)
3.1 Organize Public hearing	7	3	7
3.2 Ward level workshop with the service providers	8	5	9
3.3 Establish help desk at Ward Councillor office	8	0	8
3.4 Establish service box	8	5	26
3.5 Conduct quarterly social audit at slum	60	5	66
Organize help desk meeting	As per need	38	85

### **Activity 3.1 Organize Public hearing**

Public hearing, a tool of Social Accountability. It is an effective way to make service providers more responsible and accountable to the citizen on their services delivery process



Public hearing of DNCC



Public hearing of DSCC

and quality. Through this activity the CSO members, beneficiaries and other dwellers of slum and low-income settlement interacted actively with the LAs and SPs on issues related to WASH and WM thus resulting in improved service delivery by the SPs and making them more accountable. In the year 4, a total of 3 public hearing events were organized in ward nos. 2, 3, 5, 6 and 7 of DNCC and ward nos. 22, 24 and 25 of DSCC on ‘WM and water scarcity’ respectively. Through these events, the CSOs, beneficiaries, respective people raised various questions with the SPs and LAs towards better solution of the issues. **(details in annex 1)**

### **Activity 3.2 Ward level workshop with the service providers**

The ward CSO members visited slums on a regular basis and discussed overall WASH and WM situation with the SPs and LAs. This activity also led to develop a working relationship between slum CSOs and SPs as responsibilities were distributed among LAs, SPs, CSOs members and other NGOs to make a sustainable environment in slum and low-income settlement areas. Workshops were conducted with CSOs, LAs and service provider (SPs) officials to make this integrated activity more dynamic. In this year 4, a total of 5 workshops were organized in ward nos. 2, 3, 5, 6 and 7 of DNCC and ward nos. 22, 24 and 25 of DSCC on ‘safe water access strategy and strategy of proper waste management’ respectively. Through this event, the participants made various recommendations to solve the problem. The problem is then resolved on a priority basis as per the recommendations. (details in annex 8)



Workshop of DNCC

### **Activity 3.3 Help-desk at Ward Councillor office**

SCAN project has introduced 8 help desks at 8 Ward Councilor’s offices in DNCC and DSCC. Help desk has been introduced for socially deprived and low-income people at Ward Councilor office which is totally different from the traditional help desk. The project assists to arranged help-desk meeting once or more a month at the convenience of the Ward Councilor. In the meeting Councilor address the needs of slum dwellers. It is a process which makes scope for people to get important information with expected solution and get service from Ward Councilor’s office. Councilor immediately resolved the issues that were within the jurisdiction of the Councilor. The rest were resolved through the links with the concerned service providers. For example; DWASA has repaired the damaged pipe line of adjacent of Companyghat market, ward no. 22, DSCC. As the situation of COVID-19 has deteriorated again, bleaching powder and disinfectant have been sprayed in the slums at the initiative of City Corporation. In year 4 total 38 meetings (22 in DNCC and 25 in DSCC) have been organized.



People are sharing opinion through help desk meeting 24 no. ward

### **Activity 3.4 Establish Service box**

To seek various services from the Ward Councilor office, service boxes have been set up in various wards of DSCC and DNCC near to the community which is far from the Ward Councilor’s office, so that slum dwellers and other citizens can easily drop their issues. The responsible person will open the box and will send all letters to the ward councilor's office. The concerned Ward Councilor is committed to solve the problems quickly received through service-box. During the reporting period, a total of 5 service boxes have been set up in wards no. 2 of DNCC in different places like; premises of high schools, clubs, and etc. 166 complaints have been received and most of complaints have been solved by the concerned Ward Councilor.



Campaign about service box

### **Activity 3.5 Conduct quarterly social audit at slum**

Social audit an important tool of social accountability. Social accountability is a process of making more accountable and responsible of public service providers towards citizen. On the other hand, citizen able to check the development works and services for improving community welfare and protect people's rights. Trained teams including NASaF works for social audit conduction. Social audit has designed in 'Slum-based Citizen Action Network (SCAN)' project to establish slum and low-income settlement areas dwellers' right on WASH and waste management services which are providing by Dhaka WASA (DWASA), Dhaka North City Corporation (DNCC) and Dhaka South City Cooperation (DSCC). Some results; the drain of Hrishipara slum, ward no. 25, DSCC has been cleaned. Now the water is not stuck. Waste from Chawla galley of Shahidnagar slum ward no. 24, DSCC has been disposed. The canal of 10/D slum, ward no. 3, DNCC has been cleaned.



FGD is going on for social audit

Total 5 social audits have been conducted on issues related to water and waste management. The water scarcity, bad smell, dirty water were the main issues of social audit on water. On the other hand, irregular van service, irregular services of cleaners of City Corporation to clean drain and sweep road, piling waste all over the place were the main issues of social audits on waste management. All social audit reports were submitted to DWASA MODS Zone-2, and DSCC Zone-3, and DNCC Zone-2 for taking necessary steps.

#### PERFORMED ACTIVITIES UNDER RESULT 4

Statistical information of projected activities under the result 4

Activity	Project Target	Achieved in Year 4	Cumulative Achievement (year 1 + year 2+year 3+ Year 4)
4.2 Hygiene Campaign in slums with slum CSOs	50	30	50
4.3 Hygiene Campaign through street drama, folk song	27	11	27
4.5 Support to slum CSOs to implement the WASH and Waste Management schemes	80	15	81
4.6 Support to ward CSO for implementation of community mobilization, advocacy / WASH and WM projects	48	2	63
4.7 Support to Central CSO to implement Advocacy projects upon submission of CN	10	0	2
4.9 Slum WASH and WM project case study report	1	1	1
4.10: Slum CSO Project Award Ceremonies	1	8	8

#### **Activity 4.2 Hygiene Campaign in slums with slum CSOs**

In the last year of this project, a total of 28 hygiene campaigns were organized as well as 2 campaigns to observe World Water Day on March 2021 in targeted slums. Slum CSOs were actively involved in organising events, campaigns and sessions to sensitise the community. These sessions aimed to increase community awareness on personal hygiene and food hygiene with a special emphasis on handwashing to fight against COVID-19. During this reporting period, in order to cope with the COVID-19 situation and



the government restrictions on movement, SI found alternative measures to continue the remaining campaigns. In partnership with Clowns without Borders, 8 different ToT online sessions were organized for both slum CSOs and the SI team, where 10 selected women and youth CSO members and 6 SI staff actively participated in this training. The main objective of this training was to enhance the capacity of key hygiene promoters at community level to make WASH more fun by laughter and play. Later this hygiene promotion strategy was successfully rolled out in slums in small groups (total 288 people attended, including 245 female and 43 male).

#### ***Activity 4.3 Hygiene Campaign through street drama, folk song***

Promoting awareness is one of the vital activities of the SCAN project to draw attraction to practice hygiene in daily life of mass communities. For that purpose, in this reporting period a day-long cultural programs comprised with door to door campaign through patgaan, gambhira, drama, folk song etc. were organized in the slum by a professional team. The team also dressed and acted like traditional and popular folk song like ‘Gombhira’, which is structured as a dialogue, interspersed with songs. The team disseminated several messages on the importance and how to maintain personal health & hygiene, sanitation, water and waste management. After the program ended, the team members asked questions to the audience about those messages to understand their capacity level. It is an interactive process.



A professional team performing Gambhira

In the Year 4, there were 8 street dramas and folk song were performed in 10 selected slums under 8 selected wards. Hundreds of people participated in each event at community gathering places.

#### ***Activity 4.5 Support to slum CSOs to implement the WASH and Waste Management schemes***

During the last six months of SCAN project, a total of 15 WASH schemes (including hygiene kit distribution in 6 slums), compared to an initial target of 14 schemes have been implemented in the targeted areas both at DNCC and DSCC. 9 schemes were designed and implemented in 3 targeted slums (Gudaraghat-Shaporan; 10D and Kumartuli- Chanpur) from both north and south city corporations; these included renovation and new construction of communal latrine, bathing space renovation, water reservoir repairing and drainage repairing.

Through consultation with communities and local authorities, the needs were identified and developed the most context-oriented designs for this action. This action was implemented through a hired contractor with engineer maintaining close follow-up of the construction work. For each scheme, an operation and management (O&M) committee was formed and equipped. The members of this committee were selected by nomination by the community. A special training session was organized for the committee on the repair, maintenance and management of this facility. This committee ensures community involvement and is responsible for ensuring regular cleanliness of this facility and desludging the latrine when full. After construction, this facility was handed over to the community with the support of local authorities.

During the implementation period, project faced huge challenges due to frequent lockdowns and the increase of COVID-19 caseloads in Dhaka city. Since certain staff also tested COVID positive, project had to continue to work with limited work force for a while. After the completion of the construction work, another challenge was to properly hand over the schemes to local stakeholders and community/ O & M groups. However, thanks to the active support of partners, stakeholders, and local authorities, the project was able to successfully complete this action, which helped to reach more than 900 individuals from the most marginalized communities.

**Activity 4.6 Support to ward CSO for implementation of community mobilization, advocacy, / WASH and WM projects**

With the support of the SCAN Project, ward CSOs' member's organized different programs over a period to raise awareness of cleanliness, waste management and hygiene among the slum dwellers and their surrounding people of wards no. 22 and 24 of DSCC. A number of programs were implemented to raise awareness and create positive change among the people, like; as the situation of COVID-19 has deteriorated again, ward CSO members have done miking in the ward; discussion on health guideline during prayer time in mosques and temples. Banners, festoons hosting in the area and leaflets, hand sanitizers, masks, hand gloves, disinfectants, bleaching powders, spray machines etc. have been distributed. Project beneficiaries, LAs and SPs spontaneously participated in colorful events and shared their views and commitments to slum dwellers and community to fulfil their demands towards improving their living conditions. 1660 families of Shaheednagar slum in ward no. 24, DSCC are keeping households waste in the designated wastebin and disposing the waste through van service at the specified time.

During the reporting period, two awareness campaigns along with rallies on cleaning demonstrations were conducted for 4 days.



Rally for awareness campaign

***Activity 4.7 Support to Central CSO to implement Advocacy projects upon submission of CN***

Policy advocacy, demonstration, human chain etc. supposed to arrange under the activity. These activities were not possible to implement due to governmental restrictions on mass gatherings as a safety measure to control the spread of COVID-19. However, budget of this activity shifted to hardware intervention and activities have been implemented, which are approved by the EU.

***Activity 4.9: Slum WASH and WM Project Case study report***

To capture the overall scenario of the project, the actions of the slum CSOs, and the changes brought about through the efforts of the CSO members throughout the project, a Case Study Report was produced at the end of the project. This report has captured the activities of the CSOs in each slum—including the trainings, the results of the WASH Needs Assessments, Mid-term Surveys, the hygiene campaigns, the waste collection schemes and finally the Slum CSO WASH schemes and compiled them into a single report. This report revealed four recurring areas where the slum-dwellers perceived improvements:

- Better living conditions and health outcomes ;
- Improved WASH infrastructure ;
- Co-operation from local authorities and Councillors in addressing local WASH and Waste Management needs ;
- Increased confidence and capacity to find solutions for local WASH problems.

Reflecting on the various phases of the SCAN project, there were a number of lessons learnt captured in this report that could serve up useful recommendations for future interventions. (**Details in Annex 3**). As part of this report, a video documentary has been produced reflecting overall lesson learnt from this project. The Video link can be found below:

**<https://www.youtube.com/watch?v=biPoeXRkT30>**

Due to strict lockdown, project could not organize a finding sharing meeting with the local authorities as initially planned. However, the case study outcomes and the video were shared with stakeholders and CSOs at 8 ward level slum CSOs during the award ceremonies.

***4.10: Slum CSO Project Award Ceremonies***

At the very end of the project period Slum CSOs, Award ceremonies were organized in small groups considering Covid-19 precautions. Instead of the 1 ceremony initially planned, a total of 8 ceremonies at 8 wards of DNCC and DSCC were organized to limit COVID-19 risk of propagation, with a total of 192 participants (male-68, female-124) including ward councillors, ward members, Central and ward CSO members. All participants acknowledged the contribution of the SCAN project to the people of 10 low-income settlements. At these ceremonies, all CSO members from 29 groups received certificates to acknowledge their contribution to the project, and each group received a crest as a token of appreciation and acceptance throughout this project. Each ceremony included a presentation on all the activities achieved as well as lesson learnt by the CSOs over the life of the project, followed by recommendations from stakeholders, CSOs and other participants. (**details in annex 6**)

***Publication of SCAN project***

In Year 4, a total of 2 newsletters were published and shared with the relevant stakeholders, like-minded organizations to generate information on the activities done through the SCAN project. This quarterly publication was very useful to the beneficiaries, stakeholders, LAs, SPs and most importantly either directly or indirectly inspired the community to do social activities as well.

### Media campaign

The print and electronic media is a strong platform to raise people's voice. In most of the cases, the slum dwellers as well as the urban poor are not strong enough to raise their voices and neglected of their rights. Through the media campaign, it may create the scope for all the urban poor to raise their voice on basic rights to the policy makers and also place demand to the service providers. During this reporting period several national television channels of Bangladesh have broadcasted program news . At the same time several daily newspapers published reports on different issues. Total 52 (7 in electronic media and 45 in print media) reports have been broad casted and published in the media.



#### 'Help Desk' assists underprivileged people in city

Staff Reporter

'Help Desk' is giving solutions of different problems facing urban underprivileged people of the city.

The Help Desk is assisting the urban poor and slum people to resolve their problems instantly.

The Desk organized its help services on Sunday at Hazaribagh in the city at Ward-22 councillor office.

Ward Councillor Zinnat Ali instantly gave solutions of several problems which caused sufferings to the poor people of the locality for long.

The poorer people apprised the Desk about their common problems including water, sanitation and sewerages crises.

The councillor also ensured the lower income

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group of people to solve the other problems from which they are suffering.

The Help Desk runs with the financial and technical support of European Union and organized by non-government organization 'Resource Integration Center (RIC) and Solidarities International (SI).

SMA Mueed, Project Coordinator of RIC said in the programme that as a platform, Help Desk is working to curb urban poor's sufferings.



#### DNCC WARD No. 6

### Help desk for providing services to poor people opens

Staff Correspondent

Dwellers of ward No-6 under the Dhaka North City Corporation (DNCC) - Pallabi, New Pallabi, Mirpur Section 6 and 7, Rupnagar, Dauripara, Sujatnagar, Harunabad and Eastern Housing (Phase-2) - are now getting quick emergency services from the ward councillor's office as the councillor has opened a help desk for providing services to the poor and slum people of his area.

According to local people, receiving complaints from the dwellers through the help desk, Ward Councillor Tajul Islam Chowdhury Bappi has been providing emergency services like spaying larvicide to control mosquito, cleaning drains and ensuring supply of clean water to its citizens.

On Saturday, the councillor heard the people's problems and solved some immediately while asked the authorities to take necessary measures to resolve the rests as soon as possible.

While talking to this correspondent, Bappi said, "The idea of listening and solving people's problems is new in the city area. Local people will now be able to place their problems to the help desk on a specific date. Hearing the problems, he will take measures to resolve those."

He informed that the initiative was taken with the support of 'Slum Based Citizen Action Network (SCAN)' project being implemented in eight wards of Dhaka's two city corporations.

Two non-government organizations - Solidarity International and Resource Integration Center (RIC) - are implementing the project jointly in the areas with the financial and technical support of the European Union (EU).

**Over the reporting period, the project faced some challenges while implementation of the project activities:**

<b>Challenging issue</b>	<b>Challenge description/ Learnings/ Overcoming Strategy</b>
Covid-19 pandemic	The planned activities have been hampered due to movement restrictions and the declaration of lockdown by the government to control the spread of the COVID-19. When the restriction of government has been relaxed, the staff started holding some meetings physically in compliance with health guidelines and maintaining social distance. Organization also adopted movement restrictions for its own staffs and developed COVID-19 SOPs to implement the planned activities as well as the COVID response as a part of contingency plan.
Frequent transfer of Govt. Officials	Employees are regularly transferred as per the rules of government service. SCAN project service providers such as; representative of City Corporation, DWASA, Ward Secretary have been changed frequently. In that case, there have been many problems in performing the activities that involve the service providers. In order to solve this problem, the cooperation of the former officers was taken and the new ones were contacted frequently.
Political and other engagement of Ward Councilor	Most of the activities of the SCAN project are planned by considering the Ward Councillor Office as a prime centre, such as, the cooperation from Ward Councillor is required to implement project activities. Some Ward Councilors are not available in their offices at day time, some of them are more involved in political programme and personal business. Three Councilors were new because they were elected through re-election. Therefore, the SCAN project faced challenges to perform activities such as help desk meeting, rally, awareness campaign, ward-based quarterly meetings etc. The NASaF members (project CSO) and staffs proactively took initiatives to work with the cooperation of ward Secretary, DWASA representatives, and Dhaka City Corporation representatives in order to address this challenge for effective implementation of the project activities.
Construction of Hardware activities and HK distribution	During the lockdown transporting materials, starting construction work and HK distribution on time was a great challenge; this was compounded by the heavy rain at the beginning of June. Because of the rain, most of the construction sites were waterlogged, adding an additional barrier to completing construction on time (this was addressed by increasing the number of workers when the rain stopped). However, LAs/CSOs played a vital role in implementing this activity through proper monitoring and updates while SI staffs were not allowed to move to field in lockdown. CSOs and LAs also supported SI in taking the handover timely with proper documentation.
Resistance on Installation of facilities and in-kind distribution	Local political authorities have been interested in taking over the construction works and distribution of hygiene materials. Staff solved this issue with the discussion and help of LAs and CSOs

As this is the last year of the SCAN project, all the activities have been completed smoothly as per the action plan. Due to COVID-19 pandemic, some activities could not be done at all, such as; activities under result 2: roundtable meeting, press conference and activities under result 4: support to central CSO to implement advocacy activity. However, budget of these activities shifted to hardware intervention and activities have been implemented, which are approved by the EU. At the end of this project, an exit plan was developed with the involvement of CSO members to ensure the sustainability of the contribution established throughout the 42 months of the SCAN project implementation. Hardware activities were handed over to local government representatives. Project has also formed O&M committees from community user groups for each construction-these groups have received technical maintenance training to allow them to sustainably manage these facilities. All IEC materials and training information have been shared with CSO groups so that they can continue to provide hygiene related information in communities. All kinds of meetings such as; Help desk, Ward Coordination, monthly meetings of CSOs will be held regularly. All kinds of documents and papers have been handed over to them.

### **2.3 M&E Framework-revised**

Please find the final logical framework in **Annex 2**.

### **3. Beneficiaries/affiliated entities and other Cooperation**

- 3.1. How do you assess the relationship between the beneficiaries/affiliated entities of this grant contract (i.e. those having signed the mandate for the Coordinator or the affiliated entity statement)? Please provide specific information for each beneficiary/affiliated entity.

As a national NGO, the Resource Integration Center (RIC) has been active in Bangladesh (47 districts) for many years (since 1981) and has extensive working experience in Dhaka City with slum dwellers and CSOs, especially in the issue of advocacy for good governance. As an international NGO, Solidarités International (SI) also has long experience working on WASH and WM issues in many different countries and context, including urban slums and many disasters affected areas. Relationship between SI and RIC is working efficiently and both approaches are complementary to ensure the mainstreaming of sustainability and resilience in all their activities. To strengthen the partnership, RIC and SI meet on a regular basis at different level of participation as per the MoU. Besides that, RIC and SI support each other to implement their activities when needed.

- 3.2. How would you assess the relationship between your organisation and State authorities in the Action countries? How has this relationship affected the Action?

Both organizations, RIC and SI maintains a good relationship with local authorities, especially with Dhaka WASA, DNCC and DSCC, which is a key aspect of the successful implementation of this project. RIC the leading organization, also has a long and reliable working relationship with these organizations. During the reporting period, both participated in various networking meetings which were arranged in collaboration with DWASA and City Corporation. The Slum Development Department and the Waste Management Department under Dhaka City Corporation (both DNCC and DSCC) have received positive feedback and their coordination platform is a good opportunity for joint planning of future development and project activities. Meeting minutes of the meetings held are systematically developed and shared between partners. No issue has blocked decision-making so far.

- 3.3. Where applicable, describe your relationship with any other organisations involved in implementing the Action:
- Associate(s) (if any): Not applicable
  - Contractor(s) (if any): Not applicable

- Final Beneficiaries and Target groups: 60,000 members of slum communities and 29 CSOs members
- Target group: local CSOs for marginalised groups, ward and city level representative CSOs Dhaka North City Corporation (DNCC), Dhaka South City Corporation (DSCC), Dhaka Water and Sewerage Authority (DWASA).
- Other third parties involved (including other donors, other government agencies or local government units, NGOs, etc.)  
SI has AGIR foundation as the donor for co-financing the project. The total funds provided by the foundation is being used as co-funding and the surplus funding complement the project activities, i.e., staff capacity building, WASH & WM schemes.

3.4. Where applicable, outline any links and synergies you have developed with other actions.

Not applicable

3.5. If your organisation has received previous EU grants in view of strengthening the same target group, in how far has this Action been able to build upon/complement the previous one(s)? (List all previous relevant EU grants).

Not applicable

#### 4. Visibility

How is the visibility of the EU contribution being ensured in the Action?

Banners used during events, trainings and workshops and visibility plate on hardware support by highlighting the support provided by the European Union to the attention of general people, the media, the beneficiaries and the other target audiences. In this reporting period, RIC and SI carried out the following visibility and communication activities: print and electronic media, sticker, festoon, information board, service box, newsletter, banner, signboard etc.



Additionally, through ~~ent~~ documents/reports produced in the course of this project, SI & RIC ensured Donor’s visibility in the final materials shared with beneficiaries, local authorities and wider public (notably through online publications).

It is important to underline that, in accordance with and in the respect of European Union’s guidelines on communication, all the communication materials refer to European Union’s support to the project and displays European Union’s name and logo.

**The European Commission may wish to publicise the results of Actions. Do you have any objection to this report being published on the EuropeAid website? If so, please state your objections here.**

No objection

Name of the contact person for the Action: Abul Haseeb Khan, Executive Director, RIC

Signature:

Location: House # 88/A/KA, Road # 7/A, Dhanmondi R/A, Dhaka-1209, Bangladesh (New address).

Date report due: 31<sup>st</sup> October, 2021

Date report sent: 31<sup>st</sup> October, 2021