

Be Seen. Be Heard. Lead Change: Placing Communities at the Center of SDG 6

ROSHAN SHRESTHA

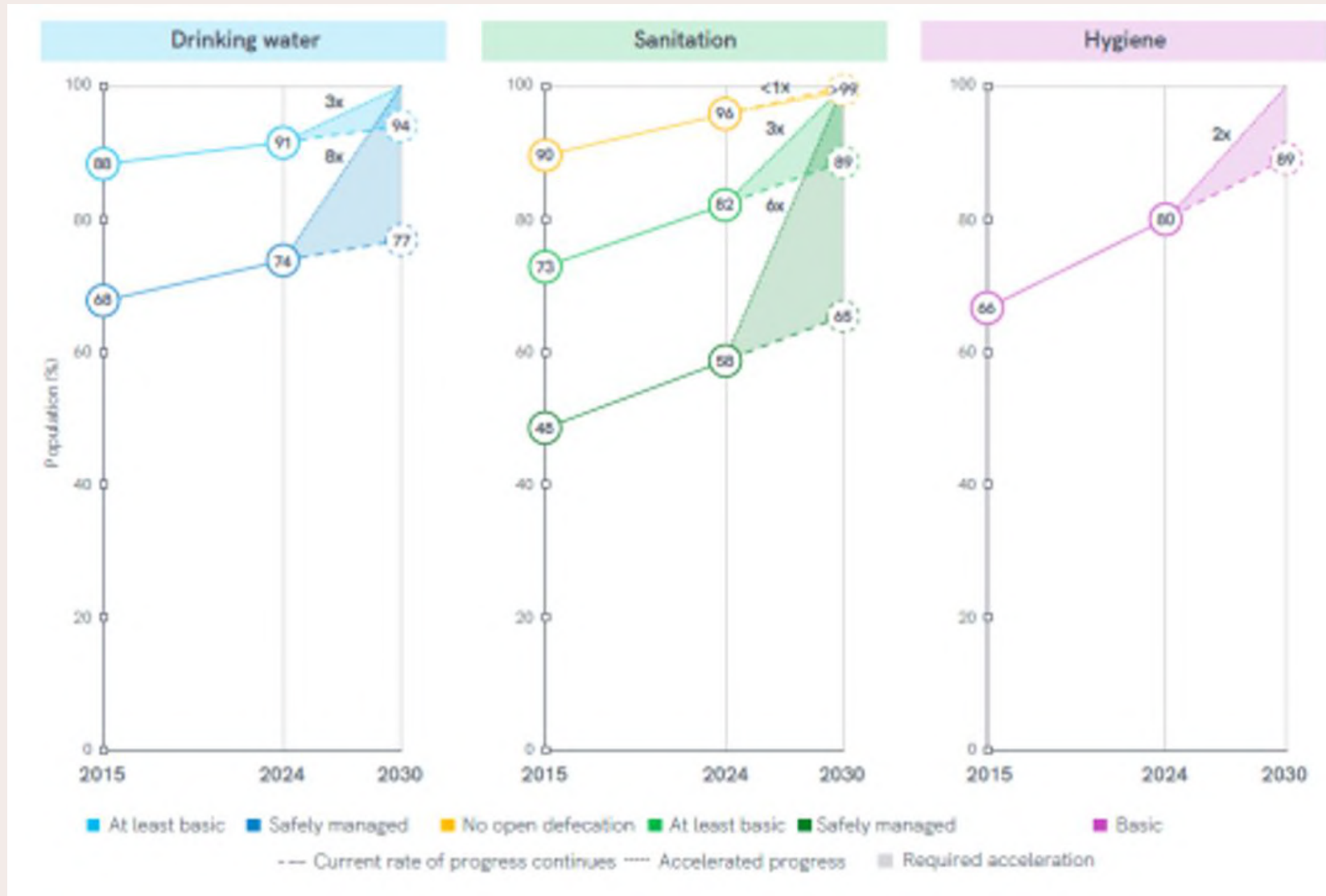
ADVOCATE FOR AN INCLUSIVE WASH SERVICES

FANSA GRASSROOT ASSEMBLY OF SOUTH ASIA COMMUNITY LEADERS

12 TO 13 JUNE 2026

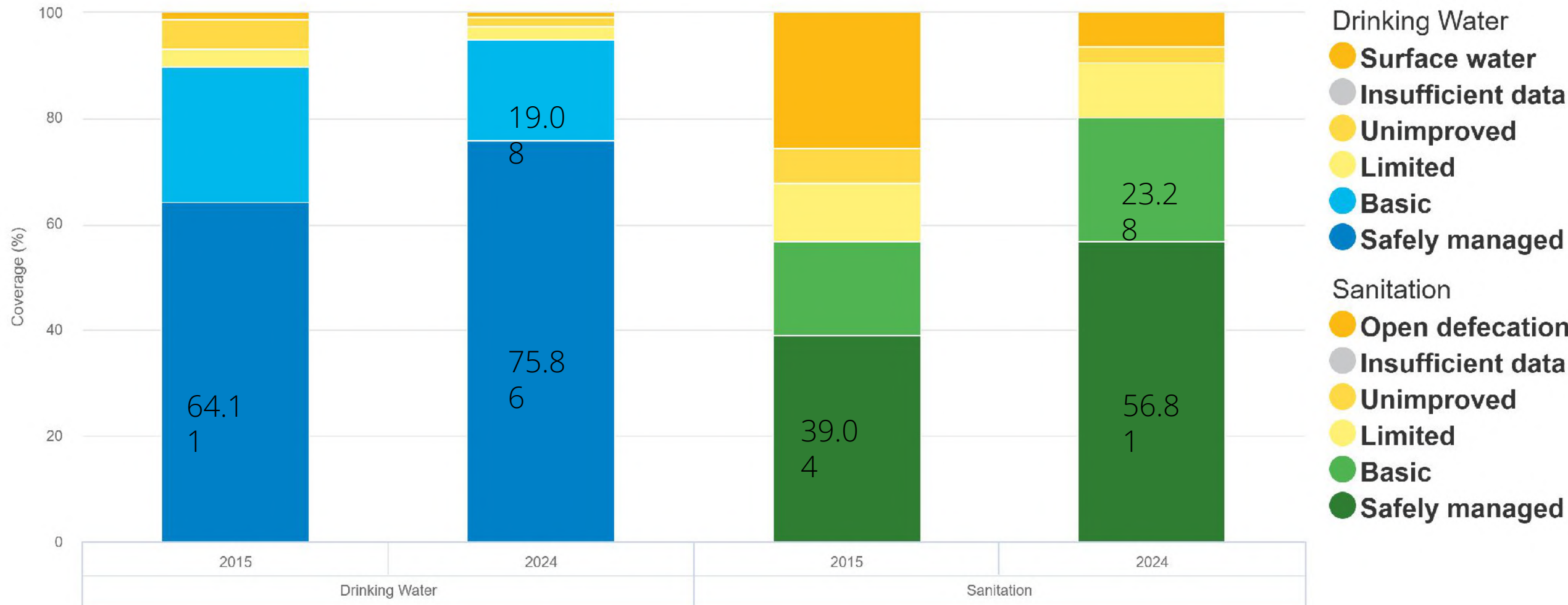


Achieving the 2030 targets for safely managed services is increasingly out of reach



Progressing, but not enough!

Household data - UNICEF programme regions - South Asia - Service Levels



Monitoring inequalities in access to safely managed services



- **Limited Data:** Data on safely managed services is often restricted to the national level or households connected to formal networks.
- **Drinking Water Progress:** Household surveys now allow drinking water data to be broken down by region, wealth, and socio-economic status.
- **Sanitation Challenges:** Tracking sanitation inequalities remains difficult because waste treatment data is rarely broken down by population subgroups.
- **Future Need:** More work is required to understand these service

Be Seen, Be Heard, Lead!

- We cannot close this gap with top-down infrastructure alone.
- We can only close it when marginalized and vulnerable communities are empowered through the three core commands of our theme:

Be seen. Be heard. Lead Change.



Pillar 1: BE SEEN – Making the Invisible to Visible

- **The Issue:** Poverty and structural barriers make the poorest women and sanitation workers **invisible to urban planners**. Safe infrastructure often stops at wealthy neighborhoods, **leaving marginalized areas hidden**
- **The Role of Leaders:** Community leaders must act as a **lens to bring these hidden gaps** to light
- **The Action:** Organize creative "Marketplaces"—using local art, music, and photography—to physically show policymakers the raw, unvarnished reality of ground-level



Pillar 2: BE HEARD – Shifting from Listening to Partnering



- The Issue: For too long, communities have been treated as passive beneficiaries rather than active partners, leaving them completely underrepresented in budget and policy decisions.
- The Leader's Role: Leaders must organize their communities to speak using data, turning everyday struggles into undeniable evidence
- The Action: Launch and run the new community-driven participatory monitoring module. By capturing local data systematically, communities can hold governments accountable, just as

Pillar 3: LEAD CHANGE – Becoming Partners in Governance

- **The Issue:** Top-down infrastructure fails without local ownership. Sustainable change cannot happen *for* the community; it must be *driven by the community*.
- **The Leader's Role:** Leaders must step up from asking for *services to co-managing* them, linking water and sanitation directly to local livelihood opportunities.
- **The Action:** Build strong local networks to *co-create municipal solutions* (like City-Wide Inclusive Sanitation). By aligning local efforts with global frameworks like the SWA Roadmap, grassroots leaders can turn small, local pilots into scalable models that attract international investment.



Yet another revolutionary initiative by
Shri Naveen Patnaik
Hon'ble Chief Minister of Odisha

State level
Launching on
11th Sept. 2020
5.00 pm on virtual
Platform

To benefit
1 lakh Core
Sanitation Workers
& their families

Garima

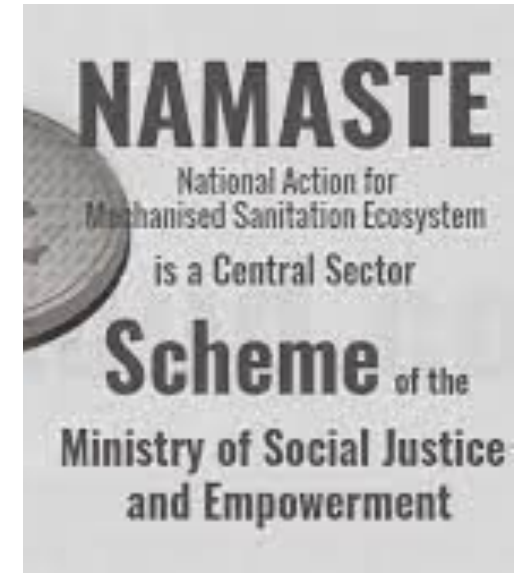
Scheme for Safety & Dignity of Core Sanitation Workers

Dealing with faecal matter in toilets / septic tank / sewer and treatment facilities




 Special category of higher wages	 Special Risk & Hardship allowance	 Free health care facilities	 50 Crores of Initial Corpus Fund
 Housing subsidy	 Two-wheeler Subsidy	 Illness allowance to compensate for injury/accidents	 Mandating use of personal protective equipment & devices
 Creation of State Commission for Core Sanitation Workers	 EPF, insurance & retirement benefits	 Free education of children up to post-graduation level	 Setting up of Emergency Response Sanitation Unit

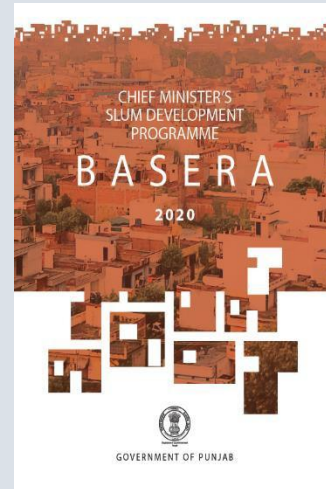
[@urbanodisha.gov.in](https://urbanodisha.gov.in) [@HUDDeptOdisha](https://twitter.com/HUDDeptOdisha) Housing & Urban Development Department • Government of Odisha



Inclusive pro-poor interventions outcomes

Integrating slums/ low income settlements into city fabric

Legal & Regulatory Framework



PUNJAB GOVT. GAZ. (EXTRA), NOVEMBER 19, 2020 609
(KRTK 28, 1942 SAKA)

PART III
GOVERNMENT OF PUNJAB
DEPARTMENT OF LOCAL GOVERNMENT
(I.G-4 BRANCH)

NOTIFICATION
The 17th November, 2020

No. G.S.R. 95/P.A.7/2020/S.15/2020.- In exercise of the powers conferred by section 15 of the Punjab Slum Dwellers (Proprietary Rights) Act, 2020 (Punjab Act No. 7 of 2020), and all other powers enabling him in this behalf, the Governor of Punjab is pleased to make the following rules, namely:—

RULES

1. **Short title, extent and commencement.**— (1) These rules may be called the Punjab Slum Dwellers (Proprietary Rights) Rules, 2020.
(2) They shall extend to all the existing slums, including but not limited to notified or non-notified or recognised or authorized slums or the slums identified in accordance with the Act.
(3) They shall come into force on and with effect from the date of their publication in the Official Gazette.

2. **Definitions.**— (1) In these rules, unless the context otherwise requires:
(a) "Act" means the Punjab Slum Dwellers (Proprietary Rights) Act, 2020;
(b) "appellate authority" means the appellate authority referred to in section 8;
(c) "Form" means a Form appended to these rules;
(d) "land" means any Government land as defined in clause (i) of sub-section (1) of section 2 of the Act;
(e) "premises" means any land, building or part of land or building which is used or intended to be used as a residence;
(f) "section" means a section of the Act; and
(g) "slum household" means a family as defined in clause (f) of sub-section (1) of section 2 of the Act.
(2) Words and expressions used but not defined in the rules, shall have the same meaning as assigned to them in the Act or under the Punjab Municipal Act, 1911 or the Punjab Municipal Corporation Act, 1976.

PUNJAB MUNICIPAL INFRASTRUCTURE DEVELOPMENT COMPANY
Punjab Municipal Dwellers (Department of Local Government)
Plot No. 3, Sector 28 A, Gurgaon Road, Chandigarh-160022
Email: gm-project.pmdc@gmail.com

To
All the Deputy Commissioners,
in the State of Punjab.

Memo No: PMDC/SA/2020/7621 Date: 11/12/20

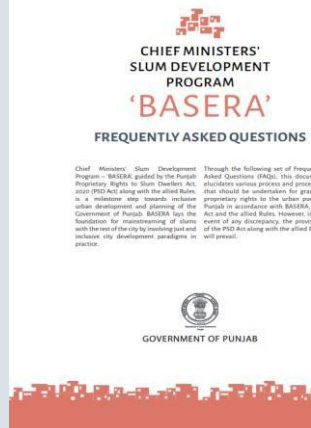
Subject: Implementation of the Punjab Slum Dwellers (Proprietary Rights) Act, 2020

As you are aware that the Government of Punjab has notified the Punjab Slum Dwellers (Proprietary Rights) Act, 2020 (herein after called Act), Rules and Scheme. Under this Act, Slum Area Redevelopment and Rehabilitation Committee under the Chairmanship of Deputy Commissioner has also been constituted to implement the Act. The copy of the notifications already issued under this Act is enclosed herewith as **Annexure-A** to **Annexure-B**.

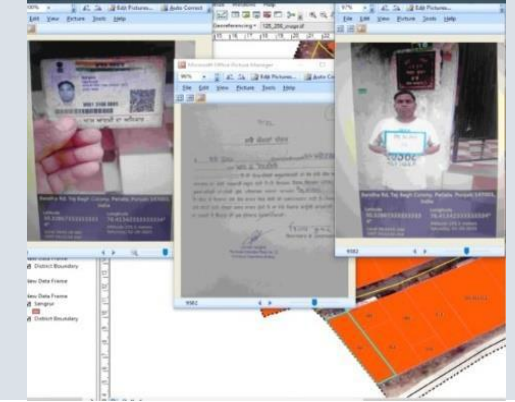
The aim of this Act is to provide Proprietary Rights to the Slum Dwellers and in order to achieve this objective, the concerned Deputy Commissioner has to complete various activities step wise in a time bound manner under this Act. The copy of the indicative steps to be taken under this Act and timelines for completion of the steps is enclosed herewith as **Annexure-C**.

For conducting the Slum survey, a Mobile application has also been developed. The list of the mobile app along with SOP and SOP of earmarking the boundaries of the Slum in KML form is also enclosed as **Annexure-D**.

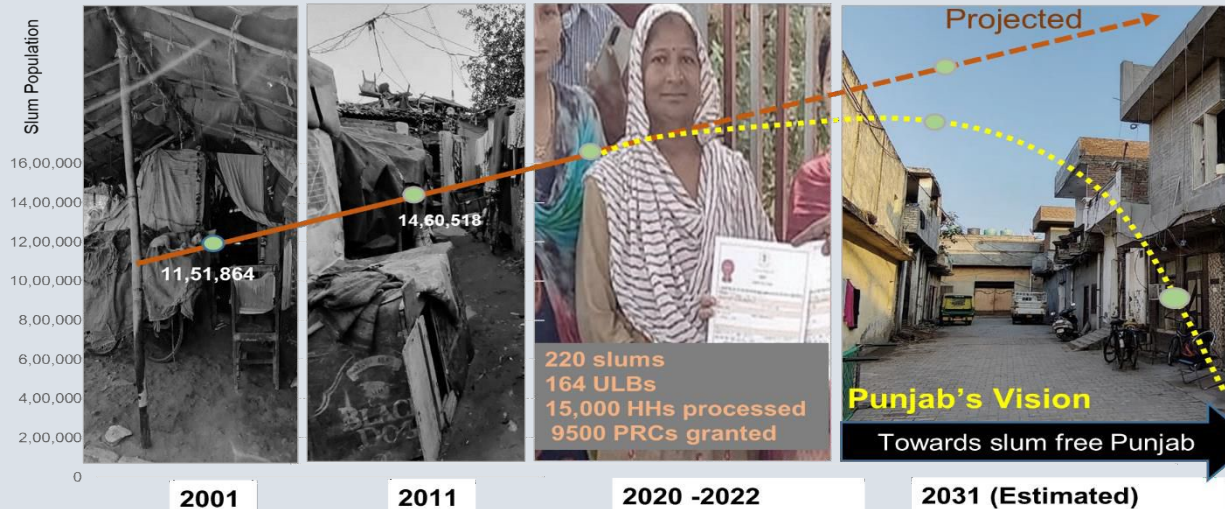
In nutshell, the concerned Slum Area Redevelopment and Rehabilitation Committee under the Chairmanship of Deputy Commissioner has to identify the Slum areas and to earmark and freeze their boundaries, conduct survey included drone survey, identify NGOs and to mobilize Slum Dwellers and to form their association in a time bound manner.



Process followed



Outcome



Make sanitation as business



Sanitation entrepreneur



Leading his colleagues out of pits and poverty

- Pit emptiers' cooperative of 34
- Provides safe FSM service to 15,000+ dwellers
- Co-op now valued at 1.6m BDT
- Earned 0.6m BDT from FSM services
- Procured 0.15 acres land for future housing

"We were born with eyes but Practical Action gives us VISION"
-MD. Rafiq



SWEEPERS COMPANY OPERATED DESLUDGING BUSINESS



*Consent were taken for all photos

SANITATION A PROFITABLE BUSINESS

NAIVASHA TREATMENT PLANT (NTP) OVERVIEW 10m³/day:

Validated financial model of plant to have 15% EBITDA



Current Plant:

Fecal Sludge

- Built, commissioned, and operated plant at a scale of 10m³/day.
- Taken in 55 exhauster trucks (~3%TS)].

Reuse

- Sold >800 tonnes (>\$115K) of fuel at an average price of 14,847 KES* per tonne.
- Fuel replaces firewood in industrial boilers.
- Showed 15% cost-savings with customers and potential for 250,000 tCO₂eq offset at city-wide scale.

*Exchange rate 100KES->\$1 USD

Source: Sanivation



Case study

Thongthawil Service Co.,Ltd Rayong, THAILAND

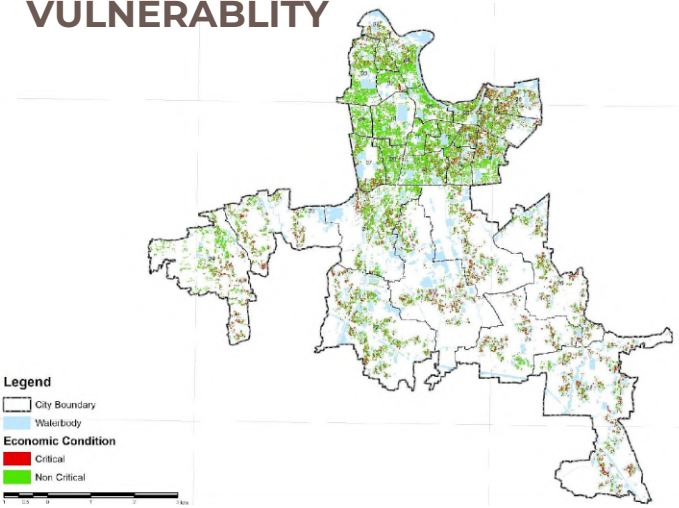


Revenue \$3.3 million/year

CWIS PLANNING MODULE

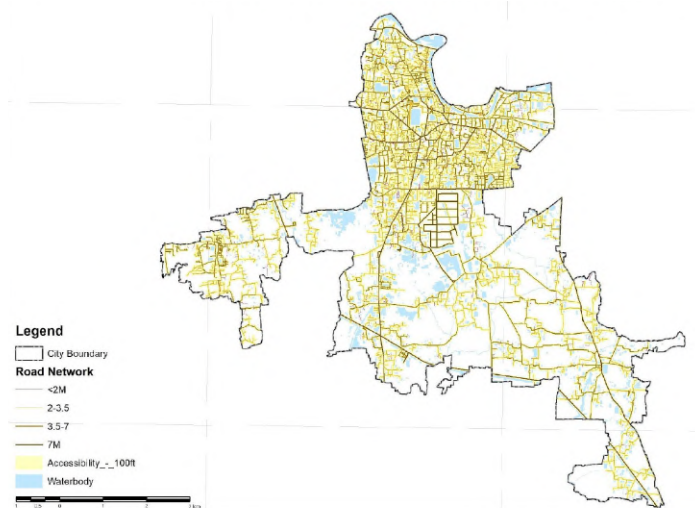
Based on the selection of the representative towns, an in-depth analysis will be conducted using the IMIS CWIS Planning Module. The module puts an emphasis on **evidence-based planning and decision making** & will make recommendations on the ground reality

ECONOMIC VULNERABILITY

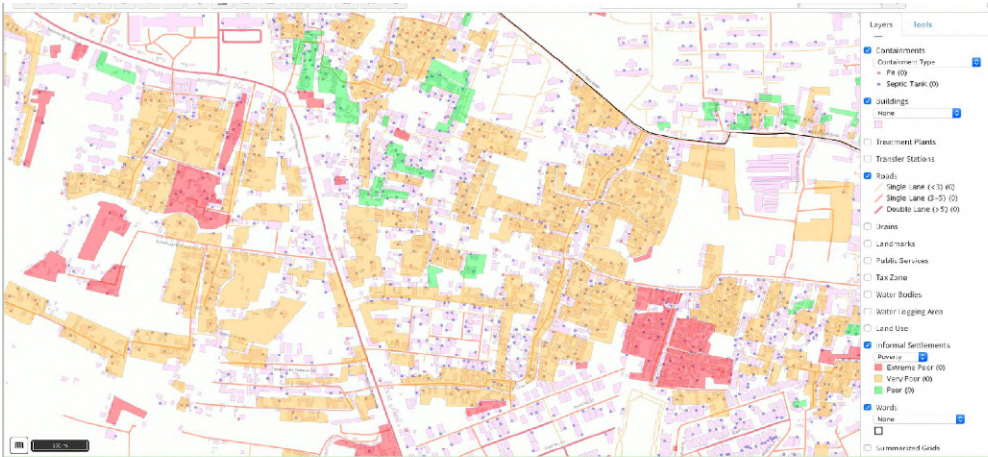


Economic vulnerability reflects upon **user paying capacity** and demands for more of subsidized sanitation services to these groups

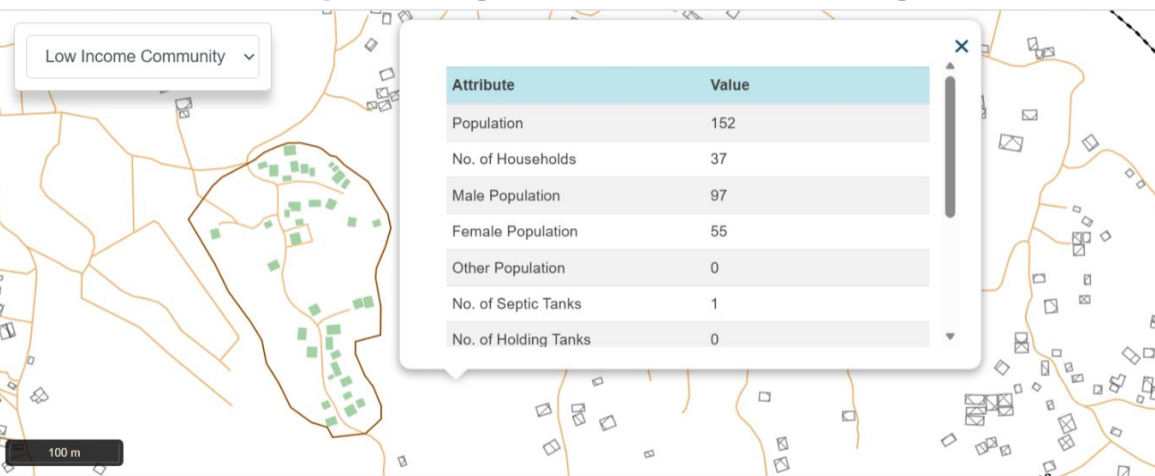
ACCESSIBILITY | ROAD NETWORK



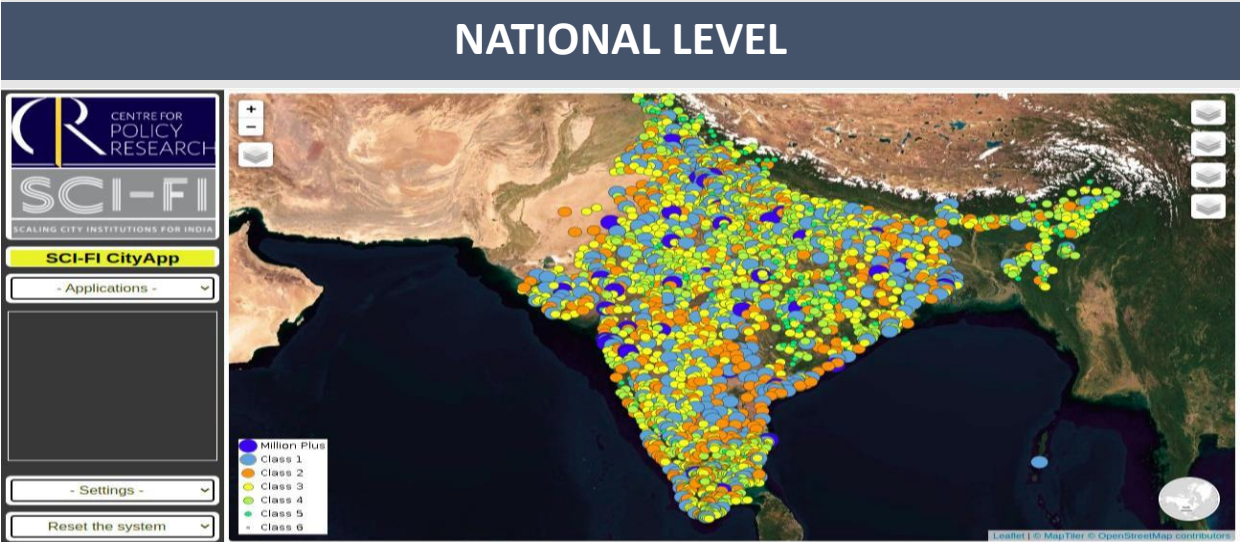
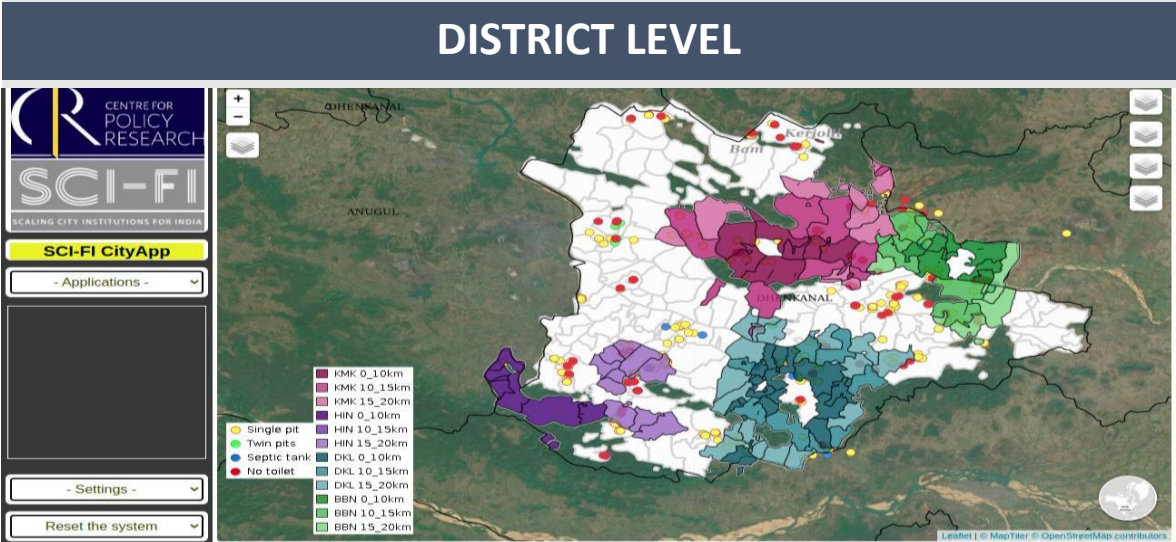
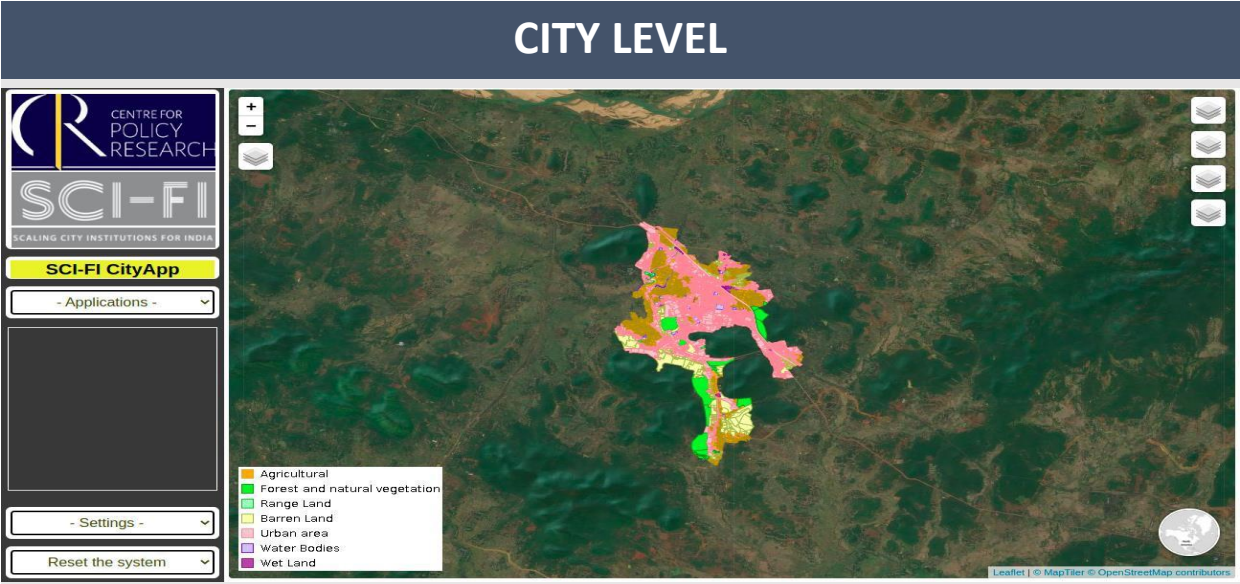
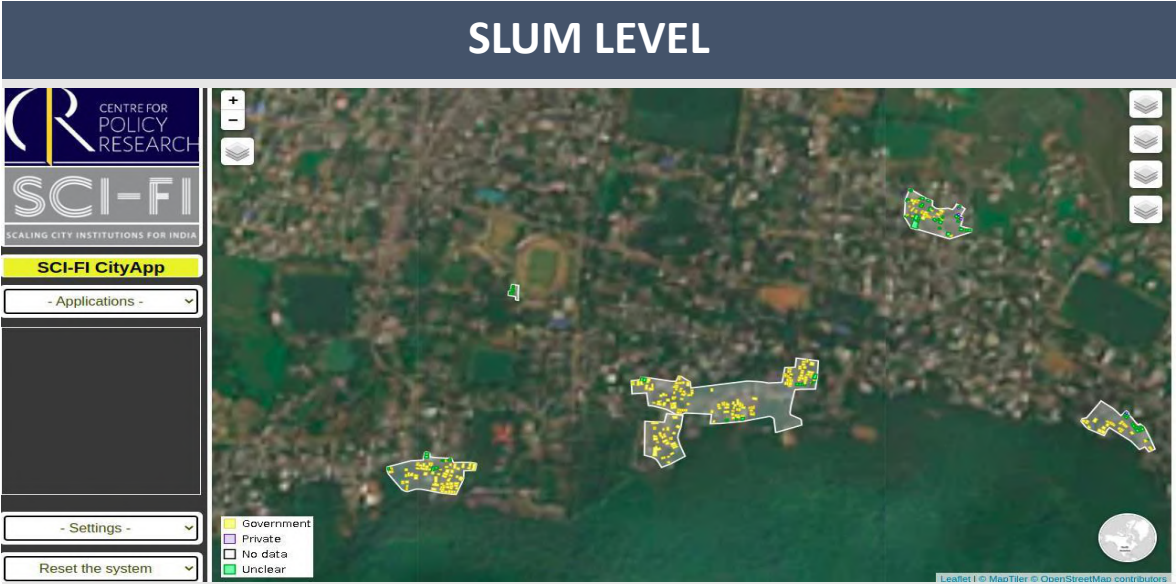
MAPPING OF ALL INFORMAL SETTLEMENTS



Micro-level information of informal settlements for evidence-based planning and decision making



Data Initiative For Inclusive And Integrated Planning And Governance



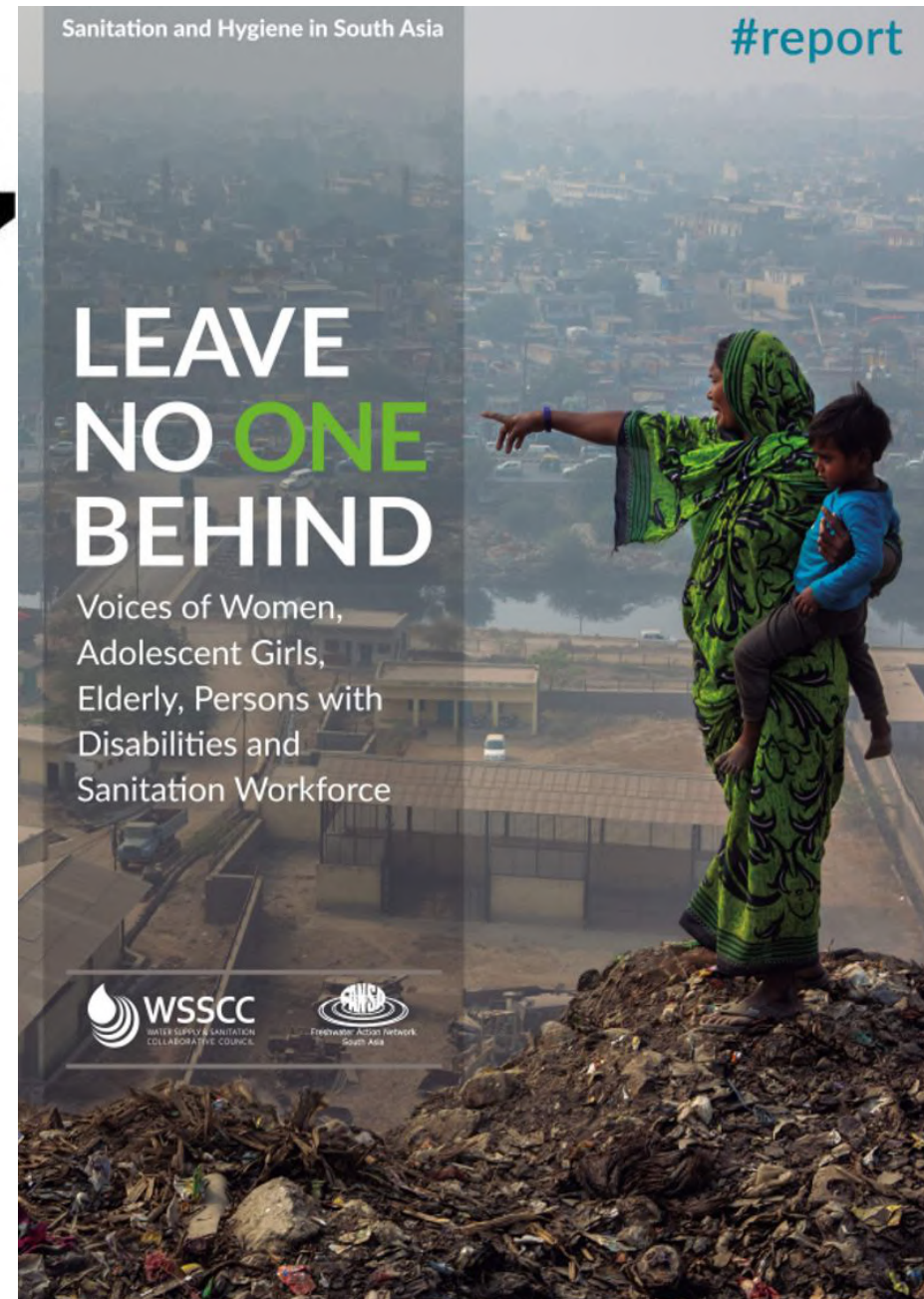
Conclusion & The Call to Action

- **To the professionals from government, donors, and dev partners**, these two days, the primary job is to be *listeners*; the upcoming **Resolution Declaration** cannot just be a beautifully worded document; it must be backed by institutional mechanisms and targeted financing.
- **To the community leaders here today**: *Be seen in unyielding dignity. Be heard through undeniable data and evidence.*
- *And together, let us **lead the change** that ensures clean water and safe sanitation for every single citizen of South Asia, leaving absolutely no one behind.*



**IF YOU WANT TO GO FAST,
GO ALONE.
IF YOU WANT TO GO FAR,
GO TOGETHER.**

— African proverb



CWIS FRAMEWORK: A PUBLIC SERVICE SECTOR APPROACH



CWIS OUTCOMES



EQUITY

Services reflect fairness in distribution and prioritization of service quality, prices, deployment of public finance/ subsidies



SAFETY

Services safeguard customers, workers and communities from safety and health risks by reaching *everyone* with safe sanitation



SUSTAINABILITY

Services are reliably and continually delivered based on effective management of human, financial and natural resources



CWIS SYSTEM FUNCTIONS

RESPONSIBILITY

Authority(s) execute a clear public mandate to ensure safe, equitable and sustainable, sanitation services for all

ACCOUNTABILITY

Authority's(ies') performance against mandate is monitored and managed with data, transparency, and incentives

RESOURCE PLANNING & MANAGEMENT

Resources—human, financial, natural, assets—are effectively managed to support execution of mandate across time/space

CWIS FRAMEWORK: WHAT OUTCOMES DO WE WANT?

& What are measurable KPIs of those outcomes?

CWIS OUTCOMES



What do they look like in practice?



EQUITY

Services reflect fairness in distribution and prioritization of service quality, prices, deployment of public finance/subsidies

- Toilet access and safe services in LICs are proportionate to citywide levels
- Equitable use of public finance across populations and communities
- HH & users' costs to access sanitation services are equitable across the city
- Gender intentional representation in decision-making
- Sanitation workers' rights, protections, and safety nets are actively fostered



SAFETY

Services safeguard customers, workers and communities from safety and health risks by reaching *everyone* with safe sanitation

- Residents and city users have access to adequate toilet facilities in residential, community & public spaces, schools & healthcare facilities.
- Toilet facilities—including containment and containment upgrade needs—and waste services are managed to protect public health and environmental outcomes as urban needs evolve
- Waste disposal and treatment facilities are sufficient and operational



SUSTAINABILITY

Services are reliably and continually delivered based on effective management of human, financial and natural resources

- Service delivery system has diverse streams of revenue for operating expenses, protected from predictable political influence and diversion
- Financing resources for CAPEX expansion and renewal can be accessed by local authorities
- Water/climate change/energy dependencies are understood and considered in planning
- Infrastructure and service requirements reflect human and financial capital investments and resources

CWIS FRAMEWORK: WHAT SYSTEM FUNCTIONS ARE NEEDED FOR TARGET OUTCOMES?

& target KPIs for *national* market structure, *local authority implementation*

What do they look like in practice?

CWIS SYSTEM FUNCTIONS



- Clear and non-overlapping mandate covering the entire service chain
- Mandates cover all urban areas without exclusions related to land tenure or artificial administrative boundaries
- Mandate is explicitly pro-poor, gender intentional, and inclusive of other vulnerable groups or status
- *Authority has clear inclusive service area; sufficient staff positions exist; Positions are filled*

RESPONSIBILITY

Authority(s) execute a clear public mandate to ensure safe, equitable and sustainable, sanitation services for all



- Service authority performance is monitored with clear KPIs and targets
- Service authority performance is managed with data-driven incentives and/or penalties
- Accountability process is inclusive of customer and non-customer engagement, including marginalized voices
- *Data regularly collected and used to inform and manage service needs, service delivery, revenue & cost management inform KPI targets, design, monitoring and enforcement of performance incentives*

ACCOUNTABILITY

Authority's(ies') performance against mandate is monitored and managed with data, transparency, and incentives



- Sanitation budget allocation is based on mandate and performance across service areas
- Sanitation investment decisions are driven by impact and cost considerations, incl. on water and energy requirements relative to their availability and cost, and are technology agnostic
- Sanitation planning is pro-poor, gender intentional, and inclusive
- *Authority sanitation budgets are ringfenced, revenue and operating costs are understood and managed*

RESOURCE PLANNING & MANAGEMENT

Resources—human, financial, natural, assets—are effectively managed to support execution of mandate across time/space

CITY WIDE INCLUSIVE SANITATION [CWIS]

Approaches to ensuring everyone in an urban area is served by safe, equitable, and financially viable sanitation service systems. This means systems are designed to reach the poor and to ensure human waste is safely managed along the whole sanitation service chain



CORE CWIS OUTCOMES



EQUITY

Services reflect fairness in distribution and prioritization of service quality, prices, deployment of public finance/ subsidies



SAFETY

Services safeguard customers, workers and communities from safety and health risks by reaching *everyone* with safe sanitation



SUSTAINABILITY

Services are reliably and continually delivered based on effective management of human, financial and natural resources



CORE CWIS FUNCTIONS

RESPONSIBILITY

Authority(s) execute a clear public mandate to ensure safe, equitable and sustainable, sanitation services for all

ACCOUNTABILITY

Authority's(ies') performance against mandate is monitored and managed with data, transparency, and incentives

RESOURCE PLANNING & MANAGEMENT

Resources—human, financial, natural, assets—are effectively managed to support execution of mandate across time/space