



Annual Report 2016

HYSAWA

Hygiene, Sanitation and Water Supply



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List of Acronyms

BDT	Bangladeshi Taka	M&E	Monitoring and Evaluation
CCA	Climate Change Adaptation	NGO	Non-government Organisation
CDF	Community Development Forum	PFM	Public Finance Management
CHT	Chittagong Hill Tracts	PNGO	Partner NGO
CO	Community Organiser	PPR	Public Procurement Rules
CSS	Christian Service Society	SDC	Swiss Agency for Development and Cooperation
DANIDA	Danish International Development Agency		
DSP	Deep Set Pump	SaTo Pan	Safe Toilet Pan
GoB	Government of Bangladesh	SO	Support Organisation
GPS	Global Positioning System	UP	Union Parishad
HtR	Hard-to-reach	UZP	Upazila Parishad
HYSAWA Fund	Hygiene, Sanitation and Water Supply Fund	UNO	Upazila Nirbahi Officer
LGD	Local Government Division	WatSan	Water and Sanitation
LGI	Local Government Institution	PRA	Participatory Rural Appraisal
MDGs	Millennium Development Goals	RO	Reverse Osmosis
MIS	Management Information System	WaSH	Water, Sanitation and Hygiene
MoLGRD&C	Ministry of Local Government, Rural Development and Cooperatives	WQ	Water Quality
		ZP	Zilla Parishad



Foreword by Chairman

It has been a decade since HYSAWA was founded to support decentralised service delivery of hygiene, sanitation and water supply in rural Bangladesh. During this time the organisation has become a symbol of hope for hundreds of thousands of people in need, and the tradition of offering hope and creating opportunities continues today.

Throughout the past year HYSAWA has worked in hard-to-reach areas, climate-vulnerable regions, coastal zones and water-stressed places all across the country. We were there to deliver some basic services, ease the sufferings and inconveniences of people and, most importantly, give hopes for the future. And as a result of our efforts, the drinking water and hygienic sanitation needs of many thousands people were successfully met that brought them comfort.

For many development sector organisations at home and abroad, 2016 was a year of transition. The Sustainable Development Goals (SDGs) agreed by the world leaders for greater human progress came into force this year and for the next 15 years the goals will help Bangladesh as well as many other countries set development priorities. As a non-profit organisation that contributed to Bangladesh's MDG achievement, HYSAWA naturally has an important role to play in helping the country achieve relevant SDGs. This is why this year we worked in a thoughtful manner to adjust to new realities of SDGs and are committed to play our part in achieving them in the coming years.

As always, the generosity of our development partners and the valuable support of local government institutions, NGOs and volunteers have powered our efforts. On behalf of those we serve, thank you for believing in us and making what we do possible.

Abdul Malek
Chairman
HYSAWA Governing Board and
Secretary
Local Government Division
Ministry of Local Government, Rural Development and Co-operatives
Government of the People's Republic of Bangladesh

Executive Summary

HYSAWA (Hygiene, Sanitation and Water Supply) is a non-profit financing organization, registered under the Companies Act, 1994. The organization came into existence as a multi-donor vehicle in 2007 and since then remains focused on supporting local governments to manage rural hygiene, sanitation and water supply projects.

Pioneering a unique local government-based model for poverty reduction, HYSAWA works with Local Government Institutions (LGIs) mainly with the Union Parishads to expand vital services, such as water supply, sanitation and hygiene, and meets the demand from local people. HYSAWA mobilizes resources from the government and development partners and it currently receives funds from Danish International Development Agency (DANIDA) and Swiss Agency for Development and Cooperation (SDC). A governing board, comprised of representatives from ministries, LGIs, development partners and civil society, is responsible for setting HYSAWA's policies and providing strategic direction. The board is chaired by Secretary, Local Government Division (LGD), Ministry of Local Government, Rural Development and Cooperatives.

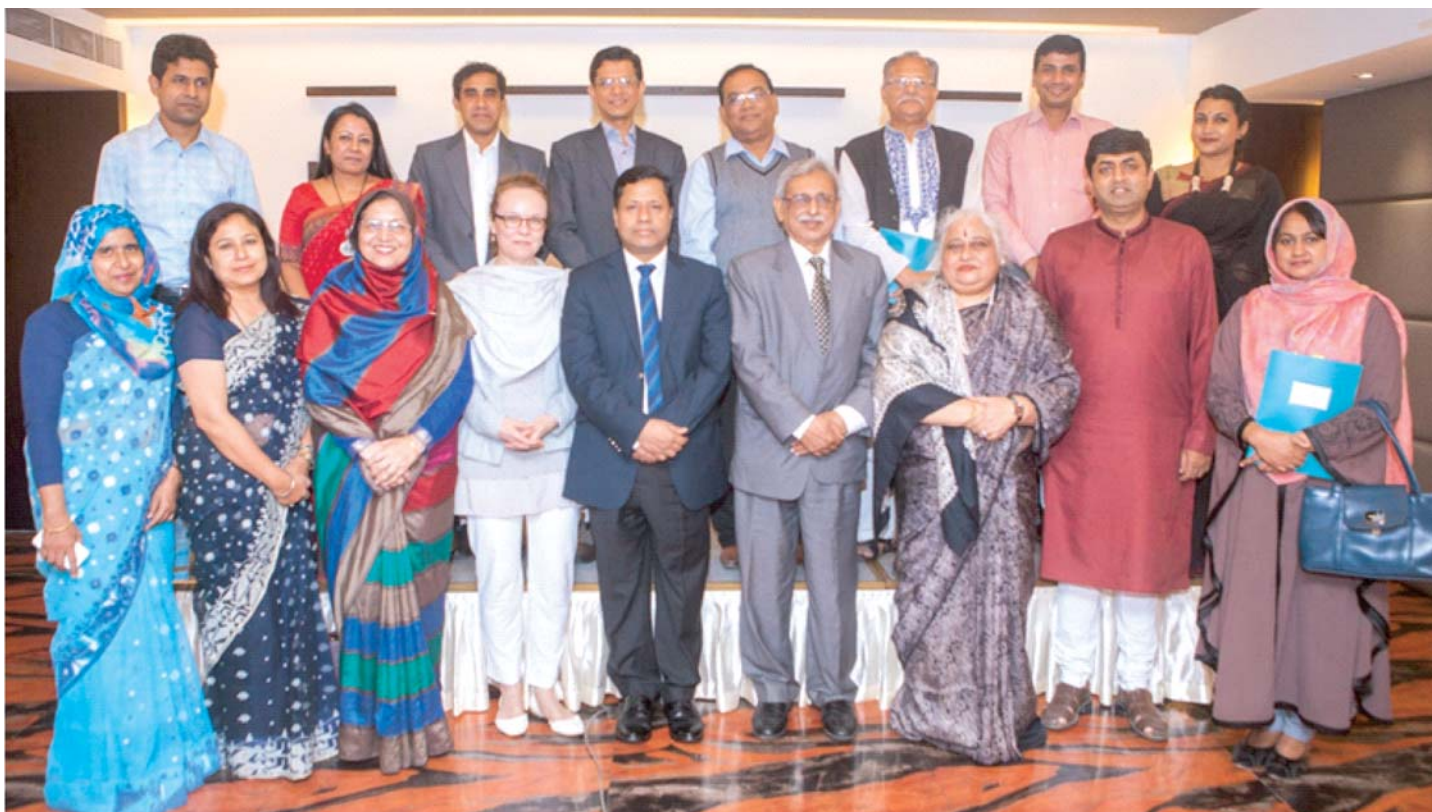
The focus of HYSAWA is to help the government to meet its water and sanitation-related goal, which is integral to reducing extreme poverty and sustaining economic growth.

During 2016, HYSAWA made continued progress in improving access to safe water supply, sanitation and hygiene especially in rural areas where these are most needed. To make the progress happen, HYSAWA provided support to 60 UPs for hardware activities and to 90 UPs for software activities which helped them respond to specific needs of their communities effectively and efficiently. In addition to that, the organization supported the UPs to reach well-informed decisions that promote equality, community inclusion, participatory local development, transparency and democratic accountability. As a result an enabling environment has been created that largely addressed long-standing marginalization of vulnerable people and disadvantaged groups and yielded better social benefits for the poor and women.

Remaining closely engaged with local governments, HYSAWA in 2016 financed construction of 1008 context-specific water points that benefited about 50,000 people. Ownership of the water points were handed over to the communities while selection and formal training of caretakers and mechanics in maintenance and repair work were done as well for sustained outcomes.

HYSAWA interventions have led to dramatic improvement in sanitation situation over the years in its working areas, with 100 public latrines constructed there in 2016 alone. Through motivational works under HYSAWA projects, at the same period 33,443 families have also installed or renovated household latrines at their own cost. Additionally, 617,000 people including women and children have attended sessions that were conducted to promote proper hygiene practices. The combined water, sanitation and hygiene related activities have direct and positive impacts on people's lives, benefiting them through improving their health, safety and standard of living.

HYSAWA's climate change adaptation pilot project, launched in 2015, was run throughout the year. The project has enhanced understanding of communities about climate change effects and also helped them in the development and implementation of plans that focused on adaptation. And the results exceeded all expectations. HYSAWA's expenses were BDT 247.8 million in 2016.



Members of HYSAWA Governing Board along with HYSAWA officials at 24th Governing Board Meeting held on 3rd December 2016 in LongBeach Suites, Dhaka.



Mr. Christoph Fuchs, Head, Political, Economic and Cultural Affairs Embassy of Switzerland observed educative drama during his visit to Khulna in June 2016



Mr. Peter Bøgh Jensen, Head of Development Cooperation, Royal Danish Embassy practicing hand washing during his visit to Hatiya in October 2016

HYSAWA Achievements: 2016 at a Glance



100 Latrines set up or renovated in schools and public places.



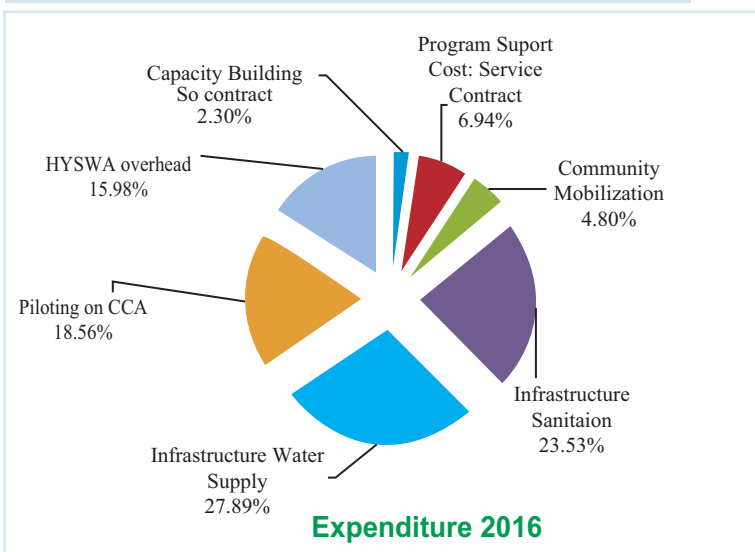
1008 Water points installed benefiting more than 50,000 people, most of whom are poor and hard-core poor.



617,000 People made aware of the importance of hygiene in hand-washing, latrine use, food preparation, household waste management and menstruation and for water safety.



90 Union Parishads received funds from HYSAWA.



BDT 247.8 Million Spent in 2016, of which 51% were on WatSan infrastructure, 32.5% on capacity building, community mobilisation and programme support, and 15% on overheads.

33,443

Families either newly installed hygienic latrines or repaired their traditional latrines as a result of awareness creation and motivation.



Governance: A Key Driver of Development

Ensuring good governance is inherent in the concept of equality, sustainable socio-economic development and poverty reduction. HYSAWA's interventions for water and sanitation service delivery are geared towards reducing poverty, promoting equality and boosting inclusive development at local level, and so measures to improve good governance are well-integrated into its project activities.

Direct collaboration with Local Government Institutions (LGIs) for increased access to WaSH services is a basic element of HYSAWA's development model. It places HYSAWA in a unique position to make efforts to improve the quality of governance and address decentralization challenges. The organization makes full use of this advantage and utilizes its WaSH service as a route to achieve its governance objectives.



**Word shova are becoming more popular than ever in HYSAWA supported UPs.
This meeting accessible all people, have raised the standard of transparency in LGIs.**

Union Parishads (UPs), the lowest unit of local governments, are mandated to provide water and sanitation services in rural Bangladesh. However, lack of sufficient resources had always prevented the UPs meet their statutory duties of WatSan provision. Seeking to address the problem with LGIs' funding, HYSAWA transfers funds directly to UPs enabling them to adopt people-centric development practices.

HYSAWA's decentralization strategy is founded upon an ambitious bottom-up planning. This means the local communities play a key role in the making of project plans and it guides the UPs on how best to provide and maintain some basic essential services.



People are placing their demand in open budget at ward level.

HYSAWA is a firm believer in the people's right to make their own choices. This belief has driven the organization to promote formal consultations and interaction between the people and local government representatives through Ward Shavas and open budget sessions. In the project-supported Union Parishads, these interactive meetings and sessions are now regularly held, giving people opportunities to exchange their ideas, advise local representatives on various issues and explain their concerns.

A key focus area of HYSAWA's governance initiatives was to create an effective system of engagement among three important tiers of local government: Union, Upazila (UZP) and Zilla Parishads (ZP). In 2016, HYSAWA acted on a pilot cooperation initiative that engaged 17 UPs and two UZPs and ZPs of Jessore and Khulna in dialogue so they could achieve superior WatSan outcomes. The initiative succeeded to strengthen interaction across all local government actors while providing them a pathway to ensure 100 percent access to safe water and sanitation to their people.

There are many anti-poverty programs, known as social safety net programs, run by the government at UPs but it has been reported that they often failed to reach the poorest of the poor. It was in part because there was no accurate list of the hard-core poor households in the UPs and this let many non-poor households reap the benefits from the government ventures. Seeking a way out of this problem, HYSAWA has supported the UPs to prepare inventories of their hardcore poor population. The lists were endorsed at Ward Shovas and subsequently displayed at UP premises for wider scrutiny. Functionaries of the UPs now consult the lists to identify the poor and assist them to elevate their economic situation.



People are prioritising their demand at ward shava.

Union Parishads working with HYSAWA are required to abide by the principles of transparency and accountability - two central pillars of governance - in the project-related activities. They must keep all records and documentary proofs of their project-related spending, a simple principle designed to protect HYSAWA projects against fraud and wrongdoing. The provision that UPs must display updated notice boards on their premises to disclose HYSAWA schemes' information and keep proper accounting records is another such HYSAWA method of addressing the pressing issue of transparency. This mechanism gave community people the information they need to hold UP functionaries to account and at the same time barred the functionaries from indulging in possible corruption.



Monthly review and planning meeting reinforces the monitoring capacity of UP members

accountable local government, HYSAWA projects maximize the skills of LGI functionaries to offer the best prospects for safe water, adequate sanitation and hygiene education of rural population. On the one hand, HYSAWA enhances the capacity of LGIs for integrated development planning and financial and project management. On the other hand, in parallel with this effort, the organization supports human skills development by taking on the challenges of inclusion and citizen participation.

Capacity building services offered by HYSAWA are diverse and they are tailored to the needs of local governments, especially Union Parishads. The key areas where the organization boost UPs' capacity include planning, budgeting, accounting, bookkeeping, procurement, contract management and monitoring. Cross-cutting themes of poverty, governance and gender are also streamlined into project activities to address capacity building needs.

To HYSAWA, capacity development is much more than imparting knowledge. The organization not only coaches local government functionaries in new skills, but also gives them responsibilities to put the skills into every day practice. This approach to capacity development allows the local government functionaries to make mistakes and learn from that experience.



Members of Procurement Evaluation Committee (PEC) are reviewing the submitted tenders at union Parishad against specific set criterion.

Capacity Building for Better Service Delivery

Capacity building initiative is a crucial step for long-term development and is necessary for sustainability of any project gains. At local government context, support to capacity building is also seen as a development priority as it is a key to overcome resource scarcity and weak governance.

Geared towards the promotion of an open, inclusive, efficient and

In 2016, HYSAWA has worked closely with 112 Union Parishads to build their own capacities to initiate, undertake and manage development. Most UPs saw new functionaries taking office and steps to develop their capacities on various issues were taken as well. Previously recruited Support Organizations (SO) continued providing extensive support and guidance to UPs for project management throughout the year. On top of it, specialised training agencies contracted by HYSAWA have provided formal training to UP representatives.

A major focus area of these trainings is skills development on contract management and procurement. This is a basic but urgent issue for local government entities as procurement is closely linked to their everyday business. This training, coupled with the opportunity to try out newfound skills, has helped establish a well-functioning procurement system in Union Parishads and bring discipline in local government purchase.

The help of HYSAWA projects made participating UPs more transparent and more accountable to their citizens and better at delivering services. Findings from the recent HYSAWA surveys also suggested that UP officials became more efficient, responsive and attentive to their duties, which earned them people's satisfaction through improved quality of UP public service delivery. Documentation with regard to procurement and finance at the UPs has showed sign of steady improvement. And UP and Ward level planning and reviewing have also become a regular event.

Empowering Communities, Solving Problems

The first time Community Organizer under a HYSAWA Project Asmaul Husna Ria went to Khulna's Gazirhat Union Parishad to do mapping of a community, she noticed a lake known as "Notun Jola" was flowing through the area. There was a bamboo bridge to help people get across the lake. However the condition of the bridge was very shabby and hence even young people, let alone the elderly and the children, were much afraid to cross the lake using the bridge.

As a Community Organizer, Ria regularly conducts Community Development Forum (CDF) sessions in the UP to share useful information and inspire community people to make positive changes in their lives. These CDF sessions, conducted under HYSAWA-SDC project, are known for providing a platform to people to discuss and find solution to their personal and social issues.

One of the complaints that people often used to make in the sessions as they talked about the area's problems was the dodgy condition of their bamboo bridge. They would say how important it is for them to have a permanent bridge in place of the bamboo-built one, and then they won't have to face any inconvenience and could use bridge without fear of falling down.

After much discussion at CDFs about the bridge problem, finally a solution came. They all agreed that it's beyond their ability to build a permanent bridge by themselves, and only through the initiative of the UP, construction of a bridge is possible. So they decided to join upcoming Ward Shobha meeting and raise the issue there. And why not? It is in the CDF they have been made aware of Ward Shobha's importance and functions.



Women are empowered through community development forums, a forum for discussing common issues.

When the Ward Shobha meeting was held in their area, a number of CDF members participated in it with great enthusiasm and interest. Maintaining proper decorum of the meeting, they then raised their demand for the bridge. They made such a forceful argument in favor of their demand that the UP chairman then and there promised to build them the bridge with UP funding. Initially the proposal for construction of a permanent bridge was included in the UP's five-year plan. However it soon was moved into the list of UP's priority works. The construction work of the bridge is now ongoing to the utter relief of community people, and it is an achievement that they like to attribute to their participation of and discussion in the CDF sessions.

Reducing Poverty, Building Prosperity

Access to economic opportunities and quality basic services is fundamental for eliminating extreme poverty. HYSAWA's efforts to poverty reduction are focused on expanding this access. The organization runs activities to lift people out of poverty through actions on two fronts. First, it targets hard-core poor and marginalised groups in Hard-to-Reach (HtR) areas stricken by unclean water, poor sanitation and unsafe hygiene -three main factors that trap them in poverty - and take measures to redress these problems. And second, it encourages and assists local governments to become inclusive, equitable and corruption-free, helping poorer sections of society to avail benefits. Strongly interconnected, actions in these two areas lead to development, which was proved to be very effective in poverty eradication.

Nazrul Islam, a Tubewell mechanic of Mirjanagar village under Jessore district, sets one such good example in this respect, showing how HYSAWA's water supply initiative can help attain financial success. 40-year-old Nazrul has been a tube-well mechanic allthrough his adult life. He spent 10 years - from age 15 to 25 - under the support of another mechanic from whom he learned the art of repairing tube-wells. He had never given a thought about changing his profession because that's all he knows and is good at. But still, supporting his five-member family with his inadequate income is too much for him to handle. So he always kept his eyes open for any opportunities that might lead to his acquisition of additional skills.



Due to living in a Union supported by HYSAWA-SDC project and the relationship of HYSAWA's water supply works with his own professional field, he had somewhat knowledge of how HYSAWA projects operate. When he heard of training that HYSAWA was going to arrange for mechanics, he contacted his UP and insisted that he be nominated for the training from Trimohini Union Parishad. A total of 43 mechanics including Nazrul had later received the two-day training which included practical session, classroom instructions and demonstrations. They were also given a complement of maintenance tools to enable them earn a living from tube-well repairing.



Female tube well mechanics are also getting hands on training through this project

According to Nazrul, although he had been in the business for 25 years he indeed had learned a few additional things from the training, especially about protective maintenance and cleanliness, but to him the economic benefits he derived as a result of being part of the training appeared more beneficial.

"Training on repair and maintenance obviously came in handy because it enriched my theoretical knowledge. But I value it more for this has helped boost my income. You see, after the training, Trimohini UP had posted my name and phone number on the wall introducing me as a trained mechanic. Thousands of locals come to the UP every month and I am not familiar with most of them. But now that they can see my name and number there from a trusted authority such as UP, they call me on my cell phone without hesitation. Because of this recognition, I am currently earning far greater amounts than I used to have been. I did a calculation a few days ago and found out that my income has increased by around BDT 2,000 a month as a result," he said.

Nazrul mentioned that he loves his profession very much; a profession that helps people get something which is necessary for their survival. "Water is blessing from God and I take delight in the fact that my work helps them get that blessing. Likewise, I am blessed to have the opportunity to receive HYSAWA's mechanics' training. Due to this and the increase in my income, I sleep better at night," he said.

Motivating Better Hygiene Behaviours

Ensuring positive knowledge, attitude and practices is what HYSAWA's hygiene promotion activities are targeted at. Many people living in rural communities in Bangladesh still practise unhygienic habits which caused them a multitude of disease and fostered unnecessary illness. Alongside the serious health implications, people's unhygienic tendencies also undo the gains of water and sanitation interventions. HYSAWA is working to turn this situation around by sensitizing people about hygiene issues and motivating them to take action to abandon unhygienic practices.

In all HYSAWA projects, improved hygiene behaviour is defined as a stated goal. A winning formula of community-level meeting, school session and household visit is used toward its achievement. Community Organizers, who work at Union Parishad level, act as advocate to sustained change in hygiene behaviour of the people. Through collaboration with local volunteers, they facilitate comprehensive and routine sharing of hygiene information at community platform CDF. Their focused efforts led people down the hygiene path in six key areas:

Hand-washing, Menstrual hygiene, Latrine hygiene, Food hygiene, Water safety and Garbage disposal management.

A variety of entertaining and learning materials such as flip charts, posters, games and videos are being used to stimulate hygiene discussion and community participation.

Students in primary schools of HYSAWA working areas are conveyed hygiene messages twice a year which help them get healthier and high-performing. This year, more than 30,000 hygiene-awareness sessions were held under HYSAWA projects that benefited an estimated 617,000 people including school children. Regular theatre and video shows were also arranged in communities and schools to enrich local people's hygiene knowledge.



Flash cards are one of the best tools to aware adolescent girls and women on menstrual hygiene management.



Volunteers are playing a significant role in hygiene promotion at community level

HYSAWA recognizes that engagement of students in hygiene activities brings out the best outcome as they can easily convey the messages to their families and elders. With this in mind, HYSAWA facilitates establishing school brigades, and these brigades are being used as spring board for the promotion of hygiene behaviours. Provisions of WaSH boards and WaSH funds established at schools also function as a driver for behaviour change. Through HYSAWA's programs, adolescent girls and women in rural areas have gained a wealth of knowledge about good menstrual hygiene and eventually managed to overcome the stigma and taboos that have long been associated with menstruation.



School girls are openly discussing different issues of menstrual hygiene management using flash card.

Despite widespread awareness activities, compliance with hand hygiene in project areas had been dismal. As a means of improving the hand hygiene adherence, HYSAWA has promoted tap-fitted hand washing buckets in the Unions where it runs projects.

Practising hygiene has come a long way in most Unions since HYSAWA started its promotion program. Recent HYSAWA surveys have shown quantifiable evidence of success to that end after evaluating the intervention's impacts. In one such survey conducted in Khulna region, it was revealed that 93% community people were completely satisfied with the hygiene education program, either fully or to a certain extent.

A Child's Pursuit for Hygiene Promotion

Six-year-old Orpa Majumdar had contracted dysentery in her infancy. This disease had become so severe that she had been taken to a hospital where on-duty doctor injected sharp-pointed needle into her arms. Even now, two years later, little Orpa could still somehow recall that painful memory. Although she had been fully cured soon after, her disgust towards dysentery stays.

Orpa's mother Dipali Mondol is a member of Community Development Forum (CDF) in Magurkhali Union under Dumuria Upazila in Khulna. These CDFs are formed at community level with support of HYSAWA-SDC project to develop the capacity of community people and help them make hygiene, water supply and sanitation related plans for themselves. Being a little child, Orpa follows her mother everywhere and becomes a regular attendee of the CDF meetings. In one such meeting, when she learnt that unhygienic practices result in waterborne diseases like dysentery, she thought it is this reason that had caused her experience syringe and needle in her early years. That of her feeling has brought an enormous change in her life, making her change the unhygienic habits once and for all.

Orpa has not started going to school but is learning letters of alphabet from a neighboring uncle. On top of that, she keeps attending the CDF hygiene session on a regular basis. "Orpa has always been an avid and enthusiastic participant of the sessions where we comprehensively discuss the importance of safe water and hygiene practices," said Champa Rani, a Community Organiser (CO) of Magurkhali Union who sometimes facilitates the sessions.

Both of Orpa's parents are school teachers. Her father, Anupom Mollik, is a teacher of Swaronondi College and her mother teaches at KM High School. Being teacher, they share the common responsibility to inform and educate other people on proper health practices. But as it turned out, let alone educating others on hygiene practices, they themselves have been practicing just the opposite. However, Orpa, with her newfound knowledge of hygiene, became agent for change for her parents in the end.

First, she forced her mother to buy a hand-washing bucket which HYSAWA promotes as basic hygiene equipment. Since the bucket was bought, she never forgot to wash her hands with it and with soap before having meals and after using bathroom. She also persisted stubbornly that her parents clean their hands during these times, which they did. Over and above, she frequently persuades her playmates to wash hands and describes to them the effectiveness of hygiene practices that she has learnt from hygiene meetings.



Orpa with her mother

"Frankly saying, we were not habituated to washing hands in a proper manner. It was her incessant persuasion that made us change our habit. Even now, if we forget to wash our hands, she never forgets to remind us to do that", Dipali Mondol said.

"I now believe every child has the potential to learn and help others to change for the better. Because this is what our little Orpa has shown us; she has shown what her true capacity is and how she can use this to bring desired changes in our attitudes," she added.

Changing Sanitation in Rural Bangladesh, from the Bottom Up

Inadequate sanitation in rural Bangladesh has always been a major cause of alarm. The life most rural people live is not particularly easy and, naturally, installing hygienic latrines at homes is not something that usually draws much of their attention. This concern over poor sanitation had compelled HYSAWA to adopt "access to sanitation" as a key focus area, and by keeping a strong focus on ensuring this access, the organization continues making efforts to end the rural sanitation inadequacies and problems.



Latrine built with HYSAWA's financial and technical support

HYSAWA categorizes its sanitation interventions into two main types: household sanitation and institutional and public sanitation. The approach followed by HYSAWA to tackle household sanitation challenges is built around community motivation and collective action. There is no provision for hardware subsidies, no standard latrine design and no special measure to provide for the poor, but only continued encouragement and follow-up.

Awareness-raising sessions serve to introduce community people to the concepts of sanitary latrine and of low-cost sanitation facilities that satisfy criteria for safety and environmental impact. They are repeatedly told that even if a single family practise unhygienic sanitation, it would put the health of their neighbouring families at risk. This approach often prompts communities' collective response:

many people build or repair their latrines using their own resources and, at the same time, put pressure on the reluctant households to build latrines and switch behaviour. In more and more communities under HYSAWA project-supported areas, having no latrine at home or engaging in the practice of open defecation is now seen as socially unacceptable.

Success of HYSAWA's household sanitation programs demonstrate what communities can achieve if they are propelled into action to address their own sanitation needs. Monitoring reports showed that, due to the accelerated efforts by HYSAWA projects, about 334,000 households have renovated or built new latrines in their homes in 2016 and they are now regularly using those facilities.

However, HYSAWA uses a very different approach when it comes to ensuring access to sanitation in institutions and in public places. Construction or renovation of sanitation facilities in these locations is subsidised by HYSAWA: the organization bears 80%-90% of the cost whereas school authorities or communities invest the rest. In 2016, HYSAWA provided financial and technical support to construct or renovate 100 such latrines in its SDC project supported areas. Each of these latrines has separate chambers for men and women, and is provided with wash basin, running water supply, overhead tank, septic tank and soak pit system. And now that the women have separate chamber with clearly signposted entrance for them, they are able to take care of their personal needs without feeling uneasy and embarrassed.

Repairing Latrine for a School in Need

The students of Dakhin Rajerhawla Government Primary School had to choose between two equally tough choices for using latrine: they either go to a latrine at a house next to the school or they run for their homes to relieve themselves. Their school, located at Jhaudanga Union Parishad of Satkhira district, has had a two-chamber latrine but it had long been unusable and remained in a dilapidated condition.



School latrine before renovation which was in abandoned condition



School latrine after renovation



School children are now aware of cleaning their own latrine by themselves

According to the school's teachers, the school has an enrolment of 155 students including 87 girls. While these students are fairly regular at attending classes, the poor condition of the school's sanitation facility has caused crucial problems to them and hindered their academic performances.

There is a latrine very close to the school in a house that belonged to a woman named Khaleda Begum. Because their school latrine was in the most unsanitary and filthy state deterring its usage, often the children could be seen scampering off to Khaleda's house and using her latrine. However, a constant rush of students to her latrine which even sometimes kept her from using it had annoyed Khaleda a great deal.

At one point, she decided to meet the school teachers to express her displeasure over the situation. When she met with them, the teachers, rather than trying to solve the problem, requested her to be patient and to bear with the students for some more time. This had infuriated Khaleda beyond measure. Immediately she locked into heated altercation with the teachers and in the end she put her latrine under lock and key.

Worried about this turn of event, the school teachers began to look for alternative ways to find solution to the sanitation problem. And before long the solution came in the form of support from HYSAWA-SDC Project.

From Community Organiser (CO) of the project Rahima Khatun, who visited the school to collect information for the project's survey, the teachers learnt that HYSAWA provides funding for renovation of school latrines that require extensive repairs. If the school authorities follow the proper procedures laid down by the project, the CO informed, there is real chance that the school would get funds for the latrine reparation.

After listening to the CO, the teachers developed the belief that there is a hope for school latrine to be repaired in future. Within a few days, they collected a permission letter from Upazila Education Office

and recommendation letter from the UP Chairman for renovation of school latrine as per the project procedure. Finally the renovation of the school latrine was included in the project's priority list and the repairing work was done in due course.

"In the literal sense, HYSAWA-SDC Project has come to our and the students' rescue. Now none of us feel panicky if we feel the need to answer the nature's call. Funding from HYSAWA has put our students out misery and made us breathe a sigh of relief," headmistress of the school said.

Safe Water Access for Life

HYSAWA continues to pursue the vision of "safe water for all" in 2016 with a focus on advancing access to safe water in hard-to-reach areas. Its safe water intervention has provided a window of opportunity for rural people living amid acute safe water shortage. In various parts of the country, still



HYSAWA has installed tubewells on raised platform in order to build resilience to climate change and make it disable friendly

today access to safe water is a nightmare for millions of people. Everyday they walk miles, endure suffering and meet humiliation as they haul water from distant sources in order to fulfil the daily needs of their family members. Their insufficient access to safe water causes them hardship. And this is further exacerbated by salinity and arsenic contamination detected in groundwater. Moreover, the combined impacts of climate change and poverty converge to compound this situation.

Seeking to ensure safe drinking water for the helpless people -a basic human right - HYSAWA has continued its focus on the provision of safe water in rural areas in 2016. Extensive works for implementing water supply programs over the years has already earned HYSAWA the reputation of being the largest provider of safe water in rural Bangladesh among all development organizations.

Like all HYSAWA programs, Union Parishads, the lowest administrative level of local government, shoulder the responsibility to plan and execute water supply schemes. Bottom-up method is followed to identify the need for and select the sites of water points, which ensures community people's involvement at various implementation stages. Communities also share in the cost of water point construction that ranges from 10% for the lowest income groups to 20% for groups belonging to higher income level. In order to improve the prospect of long-term sustainability of installed water points, two community members - one male and one female - were selected as caretakers, were trained and provided with tools, so that the water points can be repaired when necessary.

Adopting conventional technology for safe water access is not an option for some project areas due to their geo-hydrological situations. Usually people in those areas rely on water sources whose water are contaminated and unsafe to drink, or are forced to pay exorbitant prices for water from vendors. However, this situation is gradually changing for the better and HYSAWA's funding and technical support for installation of alternative technologies are one of the reasons for that. For instance, both ground and surface water in Satkhira's Jhaudanga UP has a high salt concentration that made the water undrinkable. HYSAWA's reverse osmosis plant there purifies 10,000 litres of water a day and provides safe drinking water to at least 200 households. Overall, the organization financed installation of 1008 water points this year to create access to safe water for more than 50,000 people. Most beneficiaries of the water supply program are women and many are regarded as marginalised in their respective communities. Proper maintenance and necessary repair of installed water points are crucial for their extended service life, without which they run the risk of getting dysfunctional. This leads HYSAWA to integrate operation and maintenance into its water supply program. In 2016, the organization provided training on operation and maintenance to 1821 caretakers and on repair to 43 mechanics.

Sustainable Safe Water Option in an Arsenic-affected Community

In many places of Bangladesh, arsenic contamination of ground water remains still endemic and Senhati Union of Khulna district is no exception. When information was being collected in Senhati UP to facilitate formation of a Community Development Forums (CDFs) under HYSAWA-SDC project, many communities were found where all tube-wells contained arsenic contaminated water.

For example, all seven tube-wells located in Alauddin's community were containing arsenic beyond acceptable level. The prevalence of arsenic in the tube wells was so high that seven people from Alauddin's family and families staying in his land as tenant showed symptoms of arsenic poisoning. Observing higher concentration of arsenic in ground water, officials of Department of Public Health and Engineering (DPHE) painted the tube-wells red, indicating that no one should drink water from them. The of the area are even afraid of drinking coconut water as they fear, Arsenic might intrudes in the coconut.



Sky Hydrant ultra filtration unit is one of the alternate safe water options for non-feasible areas are well accepted by users.



Despite knowing the predominance of arsenic in ground water, family members of Alauddin and his tenants continued to collect water from their tube well. They had been using water from that tube well for five years because no source of safe drinking water was available for them to fetch water from.

Reverse Osmosis (RO) are supplying saline and arsenic free safe water to the community people who are in severe crisis of safe water for long time.

getting water. It was difficult and hard to walk a long distance to bring water every day. So, we did not have any alternative to drinking arsenic laced water," told Alauddin.

Alauddin and his tenants poisoned by arsenic were suffering from skin infections, fever and itches. They eventually took medicines for it but their illness and affliction continued even after that. Later they came to learn that this happened as they did not stop drinking arsenic laced water while trying to cure the disease by taking medicines.

Talking to Fatema Khatun, a Community Organizer under HYSAWA-SDC Project, Alauddin recounted how even after taking medicine, they could not recover from the disease. He also said about the necessity of an arsenic free tube well in his locality, if not for anything else but for them to recuperate from diseases. He pleaded Fatema if she could do something to help in that direction and alleviate their sufferings. Fatema Khatun communicated with the Union Parishad officials and informed them about the tormenting situation people in that locality were going through.



Seling water from reverse osmosis to ensure the sustainability of this plant.

Afterwards, Union Parishad officials had decided to solve their problems by installing a deep tube well in that locality with funding from HYSAWA project. It has been agreed among the community people that the deep tube well will be installed at Alauddin's House. The people saw that Alauddin had always been an active participant at CDF meetings, tried to follow a hygienic life and put in efforts to make others aware of hygiene which is the reason for their choosing.

After the tube-well was installed, Alauddin was advised by the Union Parishad officials to paint the tube well so that it did not get rusty. He was very quick to do that and painted the tube well before the Union Parishad officials even leaving his house.

Alauddin and the other families do not drink arsenic laced water anymore and got cured of their diseases.



Tubewell with raised platform in climate change affected areas.

Developing Local Adaptation for Climate Change

On the platform of prior achievements in decentralized WatSan service delivery, HYSAWA has implemented a Climate Change Adaptation (CCA) project on pilot basis in 2016 to support local governments in tackling climate change challenges.

The pilot is designed to become one of the most successful projects in Bangladesh that deal with



People are in threat of climate change affect

climate change at local level. It involves various initiatives that reflect local circumstances and take effective actions to combat potential climate risks. Local government Institutions i.e. Union Parishads (UPs) play a key role in the project's implementation. HYSAWA channels resources to and built capacities of these UPs and, in turn, capacitated UPs support the people to build their resilience and take adaptation measures.

Funded by Danish International Development Agency (DANIDA), the project is being implemented in 20 UPs of Natore and Noakhali, two most vulnerable districts to climate change effects. These UPs were selected based on a set of criteria including vulnerability to climate change, spatial and social exclusion, coverage of WasH services and hard-to-reach status. It is estimated that about 0.5 million people will be benefited through the project. The targeted communities in the UPs are assisted to make adaptation plans considering climate change factors and then financially supported to turn those into actions, especially those that are related with water and sanitation. The results of the pilot are expected to be used in refining the approaches and tools for widespread replication in larger intervention.

The project Implementation began in July 2015 and it ran throughout the reporting year. Results of this pilot thus far have been very encouraging.

Integrating Gender Equity

Applying gender equity across all of its programs is a strategic priority for HYSAWA. The organization integrated gender into its activities to build more-equitable, inclusive and just society and the integration takes many forms depending on the context. This ranges from expanding women's opportunities in employment and ensuring their participation in planning to combatting discriminatory practices and getting women involved in infrastructure maintenance.



Skill development training for women is the key of women empowerment

Walking long distances to collect water is a reality millions of women are forced to face in rural Bangladesh. To make matters worse, they have to carry heavy loads of water on their head or round their waist when returning home from water points. Collecting water this way is not only very time-consuming but also causes them to miss out on many educational and economic opportunities. Lack of sanitation facilities in markets and public places is yet another big disadvantage for women. However the gender-friendly water and sanitation infrastructures, which were installed with HYSAWA's support and considering the needs, interests and priorities of women, helped them escape the daily drudgery of water-fetching and allowed them use latrines in safety and comfort when in public places. This convenient access to water and sanitation facilities also give women more time to spend in productive endeavours and income-generating activities.

HYSAWA uses its projects to take on a very urgent issue: women empowerment. At community level, the organization takes specific measures to give women the decision-making authority in project works. They are encouraged to stand up before community people and speak their mind, make plans, take decisions and be engaged in sub-project implementation and monitoring. Through these initiatives, HYSAWA enabled women to organize themselves and develop leadership traits. Utilizing what they have learnt from the project has helped many women emerge as leaders for their respective communities.



UP female members are co-signatories of UP's bank account.

Creating opportunities for women to be involved in financial management, HYSAWA makes it mandatory for a female Ward member to become co-signatory of UP's HYSAWA project account. The provision to include a female Ward member in all the evaluation committees of UP procurement is also viewed as a step forward towards achieving gender equity.

Numerous studies have shown that women face persistent barriers to employment due to outright discrimination or unintended bias. Aiming to address this disadvantage, HYSAWA advised Union Parishads to and assisted them in hiring only females for "Community Organizer" positions. Deliberate attempts were also made to make sure that 100% project staff of Union Parishads and half of all volunteers are female. These measures have resulted in 1,059 women working as Community Organisers and 64,000 women volunteering under various HYSAWA projects in 2016. The gender-equity efforts have sped up a change in culture that is unfairly biased towards men and at the same time made women more visible in work outside their homes than they had been.

Monitoring and Evaluation

HYSAWA has an intensive multi-channel monitoring mechanism to oversee the company's ongoing projects. Monitoring is carried out at community level, UP level and national level, the outcomes of which form the basis of programme evaluation.

The organisation relies on a combination of techniques to conduct monitoring with community self-assessment being used as a starting point. Other measures such as UP monthly meeting, cross-visit by PNGO staff, data validation by support organisation, regular field visit by HYSAWA staff and external monitoring by appointed agencies are employed to monitor and evaluate the effectiveness and efficiency of the project activities.

The vast number of actors involved in the monitoring and evaluation process ensures that all necessary data are collected, processed, analysed and reported systematically and in a coordinated manner.

Lessons Learned

The importance of cooperation between Union Parishad and Upazila Parishad cannot be over-emphasized because of its inherent merit for achieving sustainable development. And yet, the harmonious understanding between these two Parishads has long been an issue of concern. This is apparent that the UPs are highly driven by political motivations and electoral pledges, and it is quite difficult for them to perform beyond such limitations. More often than none, UPs are quite reluctant to work with UZP although there is ample scope for cooperation between these two tiers of local government for overall development. It is argued that the authoritative role played by the UZPs and the likelihood of them to be biased in decision-making and in channeling resources into their ally UPs stand in the way of effective collaboration. HYSAWA is constantly working to improve the understanding between these tiers of LGI and has already been successful in its efforts to some extent.



Hygiene promotion session at CDF level resulted improved hygiene behavior.

The potential areas of cooperation that HYSAWA identified are not limited to just resource mobilization but also to other issues such as exchange of information, technical support and shared solutions to common challenges. This particular issue has received special attention from HYSAWA because, as understood through experience, when LGIs work together beyond their political motivations, it is more feasible to deliver effective and accountable public service. The joint work effort also helps ensure transparency in the decision-making process, tap additional financial resources and opens up potential opportunities for collaborative works in future.

Among the important lessons that can be drawn from the above-stated understanding is that the deep distrust and fear between UZP and UP should be reduced in order for them to operate successfully in collaborative settings. Besides, both the agencies must shoulder the responsibility to extend cooperation rather than accusing and implicating the other in unnecessary blame.

Working directly with the UP officials has its own benefits. While this gives them a sense of control over resources, they also feel responsible and accountable to work for the community. Normally, they tend to lag in their development work, partly as they wait for directive from higher authorities. But, when funds are directly sent at UP level, it evens out a lot of rough edges. This direct funding has provoked a change as it makes the case for devoluting more power to local governments by helping them to assume their appropriate role and doing things for themselves.

While there was resistance from communities to pay or share costs of infrastructures, more and more people are willing to do it when they have confidence that the services will be ensured with good quality. Through a participatory process, the community people were later involved in the management and maintenance of these infrastructures. The key learning point gained through this experience is that if the local people are provided with requisite training and if effective strategies are followed, not only the people can solve their own problems but also they can certainly be relied on for implementing any development program.

Key Challenges

The successful implementation of programs somewhat depends on the type of policies pursued by the implementing organizations. If various organizations working at the same UP have different policies and implementation strategies, it causes a multitude of problems to arise. On WatSan, HYSAWA's position is to adhere to the policy set by GoB and the UPs under HYSAWA projects are required to conform to that. However it was observed that some UPs were failing to comply with HYSAWA's program implementation methodologies because of the unfavorable policies of other organizations or projects. The UPs were dropped as a result and it further necessitates that need for policy coherence for all development organizations working at local level for the sake of proper development.



One of the school girls giving hygiene awareness to her school mate as a volunteer

There were many UPs where the relevant standing committees had not been formed as per government instructions. Reforming those committees was definitely a tall order, but HYSAWA Fund has risen to the occasion and provided the UPs with necessary assistance in this regard. Over the years, it has become common knowledge that LGIs are less interested about good

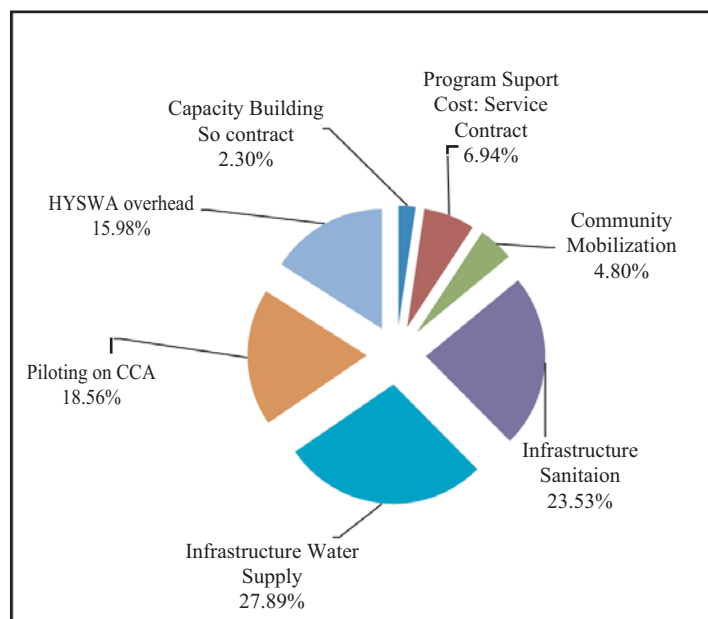
governance whose benefits were mostly intangible and more interested about the tangible benefits of infrastructure development. Under such circumstances, it is rather difficult to promote good governance indicators like transparency and accountability. Keeping it in mind, the Fund is providing varying degrees of assistance and regulatory guidance to build transparent and accountable local governments.

It is somewhat challenging to implement water and sanitation schemes in areas such as hilly regions due to geo-physical limitation. On the other hand, socio-economic issues come into play while achieving sustainability of the schemes in some poverty-prone regions. In order to solve socio-economic problems, HYSAWA follows a pro-poor policy that turned out to be very effective, and at the same time the organization feels that undertaking further research might go a long way to combat geo-physical concerns.



Financials

HYSAWA's expenses, which include installation of water and sanitation infrastructures and their associated costs, were BDT 247.8 million in 2016. The money was spent in a total of three projects funded by DANIDA and SDC. Support to water supply (BDT 691 million or 28% of total spending) had received the largest share of financing this year, followed by community mobilisation (4.8%) and sanitation infrastructure (24%). The cost on overheads as a percentage of total spending was 16%, which was slightly higher than the year before, the percentage increase had occurred as it reflected the contraction in total project funding.



The organisation has BDT 39.02 million spending plan, including BDT 8.09 million in DANIDA project and BDT 11.43 million in SDC project and Overhead cost BDT 19.5 million, for 2017.

Expenditure of HYSAWA for the year 2016

Line Items	Budget 2016	HYSAWA Fund Project	HYSAWA SDC Project	Total Expenditure
Capacity Building: SO contract	93	0	57	57
Program Support: service contract	204	73	99	172
Community mobilisation by PNGO/UP staff	243	6	113	119
Infrastructures: Sanitation	667	60	523	583
Infrastructures: Water Supply	838	229	462	691
Piloting on Climate Change Adaptation	679	460	0	460
HYSAWA Overhead	489	329	67	396
Total (Lac Taka)	3,213	1,157	1,321	2,478

HYSAWA

STATEMENT OF RECEIPTS & PAYMENTS

FOR THE YEAR ENDED 31 DECEMBER 2016

	2016	2015
	BDT	BDT
<u>INFLOW OF FUNDS</u>		
A. Opening Balance of Funds	131,989,390	80,991,727
Cash in Hand	58,662	43,927
Cash at Bank	131,930,728	80,947,800
B. Receipts during the year	195,082,146	661,327,617
Receipt from Donor	187,100,000	650,578,083
Fund received for Gratuity	2,033,798	3,006,235
Bank Interest	592,097	7,589,300
Excess Fund Refunded by UP and SO	5,162,111	-
Other Receipts	194,140	154,000
Total Fund Inflow	327,071,536	742,319,344
<u>OUTFLOW OF FUNDS</u>		
C. Outflow/Disbursement		
Fund Transfer to Union Parishad	160,204,904	500,772,709
Fund Transfer to Support Organization	5,511,193	35,608,158
Pay- Officers, Consultants, Support Staff	29,925,397	42,558,737
Vehicle Maintenance	1,933,948	1,269,864
Audit and Studies	316,380	206,250
Program Support	32,978,485	28,296,172
Gratuity Payment	7,918,778	1,517,404
Purchase of Fixed Assets	394,800	100,660
Investment in FDR	61,900,000	-
Total Application of Funds	301,083,885	610,329,954
D. Closing Balance of Funds	25,987,651	131,989,390
Cash in Hand	13,390	58,662
Cash at Bank	25,974,261	131,930,728
Total Fund Outflow	327,071,536	742,319,344

Director Finance

Managing Director

Chairman

Dhaka
17 April 2017

ACNABIN
Chartered Accountants

HYSAWA
Statement of Financial Position
As at 31 December 2016

<u>ASSETS</u>	2016	2015
	BDT	BDT
Non-current Assets		
Investment in FDR	21,900,000	-
Current Assets		
Advance, Deposit and Prepayments	246,000	1,350,799
Cash and Bank Balances	25,987,651	131,989,390
Investment in FDR	40,000,000	-
Total Assets	88,133,651	133,340,189
<u>FUND AND LIABILITIES</u>		
Unutilised Fund	85,145,939	125,702,417
Gratuity Fund	1,752,792	7,637,772
Provision for Expense	1,234,920	-
Total Fund and Liabilities	88,133,651	133,340,189

The annexed notes from 1 to 23 form in integral part of these financial statements.

Director Finance

Managing Director

Chairman

This is the Statement of Financial Position referred to in our separate report of even date.

Dated:

17 April 2017

ACNABIN

Chartered Accountants

HYSAWA: Summary Budget 2017

<i>Amount in Lakh Taka</i>				
Line Item	HYSAWA-DANIDA Project	HYSAWA-SDC Project	HYSAWA General Fund	Total
Program Support: Service Contract	45.22	52.93	-	98.15
Community Mobilization by PNGO/ UP Staff	4.88	14.10	-	18.98
Infrastructure Sanitation	-	16	-	16
Infrastructure Water Supply	30.80	31.30	-	62.10
HYSAWA Overheads & Logistics	-	-	195	195
Total	80.90	114.33	195	390.23

Summary Table of Achievements of 2016

	Major Indicators	Target 2016	Progress 2016	Plan 2017
Capacity Building Support	Number of UPs received fund for software activities	90	90	90
	Number of UPs received fund for hardware activities	60	60	12
	Number of UP functionaries completed training	280	273	380
	Number of PNGO staff received training	60	60	20
Hygiene Promotion	Number of people received hygiene messages at community and school level	450,000	617,000	20,000
	Number of schools where hygiene was promoted and BCC strategies were adopted	1,200	1,200	150
Sanitation	Number of household level latrines improved or newly built at communities' own resources	40,000	33,443	
	Number of community latrines constructed	160	100	4
	Number of beneficiaries from improved latrines	2,32,000	165,000	600
Water Supply	Number of water supply options installed	1,008	1,008	1
	Number of beneficiaries from installed water points	50,000	50,000	200
	Number of caretakers received orientation on O&M and water safety plan	2,000	1,821	0
	Number of mechanics received training	44	45	0

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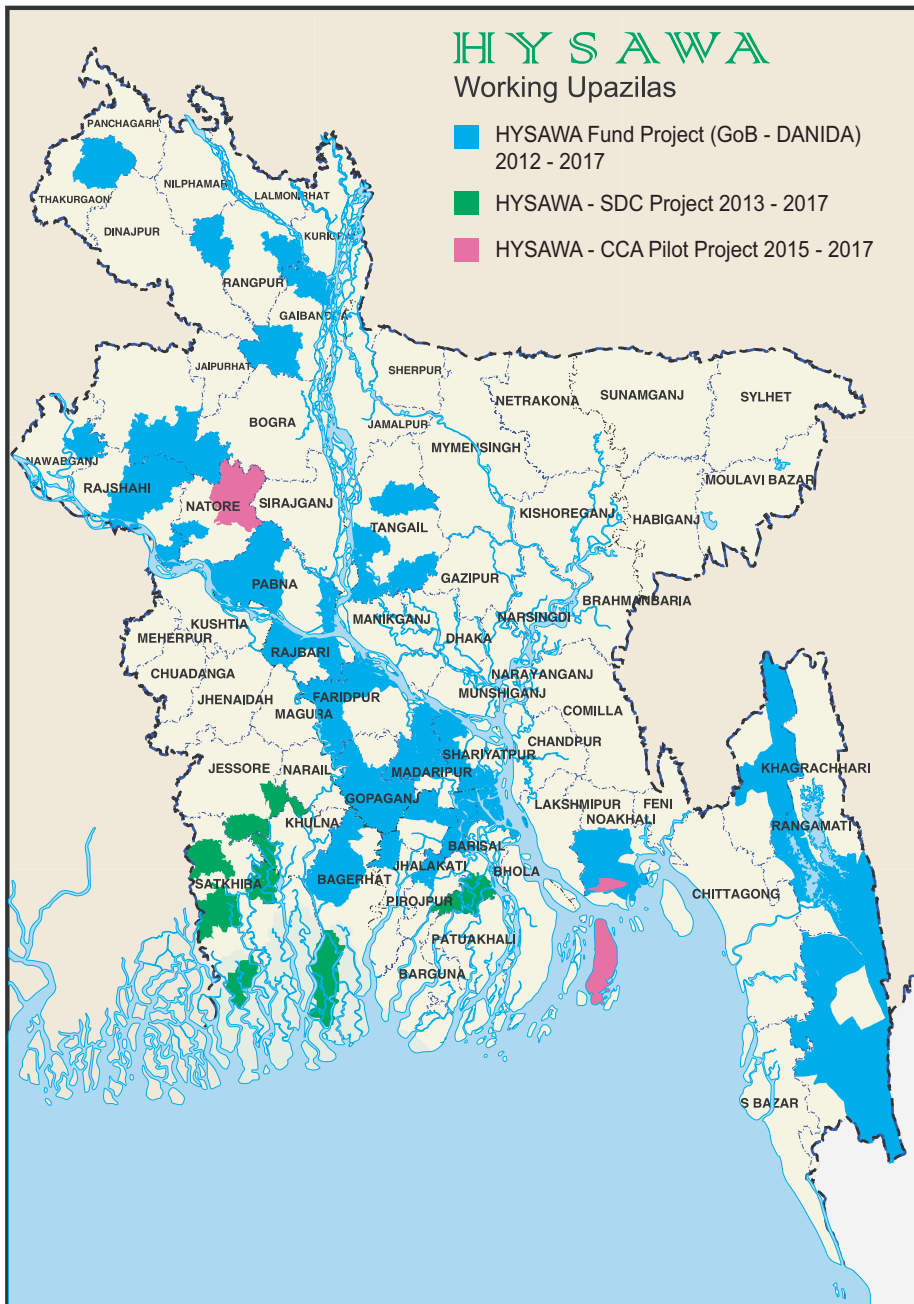
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MISSION

HYSAWA is a non-profit financing organisation, registered under the Companies Act, 1994. It primarily aims at mobilising resources and capacity building support to local governments and communities, and empowering them to manage decentralised WatSan services in Bangladesh.

VISION

To establish HYSAWA Fund as a multi-donor funding mechanism for local governments to deliver hygiene, sanitation and water supply services to 1.0 million people annually, primarily in underserved areas.



VALUES

1. Operate as a Fund and work in partnership at all levels, private public partnership (PPP) at the lower level;
2. Community and LGI demand-driven support;
3. Community ownership and empowerment: Through capacity building and devolution of authority;
4. Promote justice and equity with emphasis on poverty, gender, disabilities and those who need most i.e. hard-to-reach areas;
5. Respect for local culture and leadership;
6. Effectiveness and efficiency: Emphasis on sustainable technology and results;
7. Promotion of transparency and accountability in decision-making;
8. Alignment and anchoring with existing laws/regulations, procedure, structure and systems;
9. Innovations and learning: In both approaches and technologies- documentation of best practices.

HYSAWA

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