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'A Living Document'

COMMUNITY LEAVE NO ONE BEHIND (FOR ODF-S UNDER SBM-G PHASE II) HANDBOOK FOR PRACTITIONERS



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Front Cover Photo 1 and 2: South 24 Parganas
District. *Credit: Tapan Sarkar*

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ABBREVIATIONS

ASHA	accredited social health activist
APL	above poverty line
AWW	anganwadi worker
BPL	below poverty line
CBO	community based organisation
CLNOB	community leave no one behind
CLTS	community-led total sanitation
COVID-19	corona virus disease
EQND	equality and non-discrimination
GP	Gram Panchayat
HH	household
IDS	Institute of Development Studies
NC/NS	Nigrani committee/Nazardari committee/Nigrani Samiti
NL	natural leader
ODF	open defecation free
ODF-S	open defecation free-sustainability
PRI	Panchayati Raj Institution
PwD	person with disability
SBM-G	Swachh Bharat Mission-Grameen
SC	scheduled caste
ST	scheduled tribe
SHG	self-help group
WSSCC	Water Supply and Sanitation Collaborative Council

GLOSSARY AND DEFINITIONS

Community: refers to a village/habitation/tola/purwa/para, or to socially homogeneous group of people who live together and who are likely to know about each other.

Community Approaches to Sanitation (CAS): is a generic term (applied by Ministry of Jal Shakti, Government of India) denoting combination of community-led approaches and methods including CLTS/CATS as used in the Indian context with focus on community empowerment for collective behaviour change to making habitations, villages, Gram Panchayats (GPs), Blocks, Districts and States in India Open Defecation Free (ODF).

Community leave no one behind (CLNOB): is a new participatory approach to identify both challenges and solutions in communities' journeys towards open defecation free-sustainability (ODF-S). It has been designed to be integrated into Phase II of the Swachh Bharat Mission-Grameen (SBM-G).

CLNOB is an adaptable participatory process in which communities (tolas, paras, majra, purwa, habitations etc.) are convened and facilitated to conduct their own analysis of who was not reached in Phase I and those that require retrofitting of both superstructures and sub-structures to ensure toilets are accessible to use by all and safe. The process includes participatory mapping of all individual households in a community, identifying those that have been left out so far or that have special needs. It also maps out which toilets need retrofitting. It then encourages community members to take their own action to ensure where possible that they are not left behind. Gram Panchayat (GP)/Block/District staff are then apprised of the status and progress at community level to help support Swachh Bharat Mission-Grameen (SBM-G) Phase II and ensure sustained outcomes.

COVID-19: is the corona virus disease caused by a virus known as severe acute respiratory syndrome corona virus 2 (SARS-CoV-2)

Gandhigiri: in the context of CLNOB Gandhigiri is defined as Nirgani committees and community leaders using Gandhian ways of persuasion to encourage them to come forward and initiate action in the spirit of self-help and mutual support to ensure that no is left behind and thus achieving sustain ability of ODF status in their communities. This strictly disallows the use of any coercive measures.

Gram Panchayats: the lowest tier of local self-government in rural India.

Natural Leaders: a community member committing to taking a specific initiative for improving and sustaining the ODF status of the community during CLNOB mapping or Gandhigiri and follow-up, is recognised as a potential Natural Leader and becomes a Natural Leader once they complete the commitment.

Nigrani committee/Nigrani Samiti/Nazardari committee: vigilance committee comprising men and women volunteers of a habitation/tola/mohalla, committed to empowering individuals or groups using Gandhian ways of persuasion to take the initiative to address the gaps in ODF status and thus ensure its sustainability. The Nigrani committee can also include some elected representatives of Gram Panchayats as well. Willing Natural Leaders should be included in the Nigrani committee in order to strengthen it.

Open Defecation Free (ODF): ODF status represents the termination of faecal–oral transmission, defined by:

No visible faeces found in environment/village;

Every household, as well as public/community institutions, using a safe technology option for disposal of faeces.

(Tip: Safe technology option means no contamination of surface soil, ground water or surface water; excreta inaccessible to flies or animals; no handling of fresh excreta; and freedom from odour and unsightly condition)" (Source: Joint Secretary, SBM-G's letter dated 9 June 2015).

ODF Plus: An ODF Plus village is “a village which sustains its Open Defecation Free (ODF) status, ensures solid and liquid waste management and is visually clean.” This is the definition used in the Swachh Bharat Mission-Gramin (SBM-G) Phase II Guidelines issued in May 2020.

ODF- Sustainability: means “that all households in a village, as well as the Primary Schools, Panchayat Ghar and Anganwadi Centre, have access to a toilet and that continued behaviour change communication is ensured in the village through Information, Education and Communication (IEC).” This is the definition used in the Swachh Bharat Mission-Gramin (SBM-G) Phase II Guidelines issued in May 2020.

Person with disability (PwD): is defined as a “a person with long term physical, mental, intellectual or sensory impairment which in interaction with barriers, hinders full and effective participation in society equally with others”. This definition is as per The Rights of Persons with Disabilities Act, 2016.

Retrofitting of toilets: defined as 'an action or measure to address a technological gap/problem affecting a toilet's functionality and excreta management process including its sanitary status, e.g. incorrectly constructed pits, faulty pipes and chambers, absence of “Y” junction, weak or damaged superstructures, pit cover and poor plinth foundation, inappropriate distance between pits, depth of pits, or wrongly built septic tanks'. This is the definition used in the SBM-G Phase II Guidelines issued in May 2020.

Revenue village: is a small administrative region in India; a village with defined borders. One revenue village may contain many hamlets.

Safe technology option: is defined as a solution involving no contamination of surface soil, ground water or surface water; excreta inaccessible to flies or animals; no handling of fresh excreta; and freedom from odour and unsightly conditions.

Substructure of toilets: the toilet platform and on-site treatment technologies below it. This includes the pan, P trap, water seal, footrest, junction chamber, leach pits, septic tanks with soak pits, and so on.

Superstructure of toilets: the walls, doors, latches, roof, ventilators, lighting arrangement, special arrangements for people with disabilities, old people, children, and women, water arrangements, and hand washing facilities.

Swachhagrahis: people who champion the cause of sanitation promotion voluntarily within rural communities in India, and support the implementation of SMB-G.

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We specially thank Rajat Karmakar, Prerak Kamrup Rural, and Tapan Sarkar Prerak, South 24

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We are thankful also to the communities (and GP Pradhans/President/Mukhia, GP members and staff, Nigrani committees, community-based organisations (CBOs), and Natural Leaders) of the pilot districts, for their efforts to improve the sanitation situation in their respective villages, and to ensure that no one is left behind.

Vinod Kumar Mishra (UNOPS)

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May 2021

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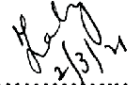
Letter No. : G.S.F/WSSCC सेक्टराचार-86/2016-142 Date :- 02/03/2021

To,
Mr. Vinod Mishra,
India Coordinator,
Water Supply and Sanitation Collaborative Council
UNOPS India

I take this opportunity to thank you and your entire team for their consistent critical support in helping the district to identify the left out beneficiaries through Community approaches called “Community-Leave No one Behind” and achieve 100% open defecation free status under Swachh Bharat Mission-Gramin.

I really appreciate your support and technical inputs to make this transition go well. We look forward to continue working for years to come. and your support in sustaining the ODF environment and in ODF plus initiatives.

Best regards,


(.....)



GOVERNMENT OF ASSAM

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No.RGRWSM-222/Pt-1/2019-20/ 3407

Date: 05-03-2021

To,

✓ Mr. Vinod Mishra,
India Coordinator,
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IINOPS India

I take this opportunity to thank you and your entire team for their consistent critical support in capacity building of the field functionaries of the selected district to identify the left out beneficiaries through community approaches called "Community- Leave No one Behind", which will ensure sustainability of open defecation free status under Swachh Bharat Mission - Gramin.

I really appreciate your support and technical inputs for enhancing capacity of the team. We look forward to continue working for years to come, and your support in sustaining the ODF environment and in ODF plus initiatives.


(Er. Biswadeep Das)
Chief Engineer (PHE), Sanitation, Assam
Redstone Building, Ghy - 22

Memo No.RGRWSM-222/Pt-1/2019-20/

Date:

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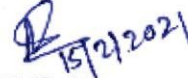
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दिनांक: 15/02/2021

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India Coordinator,
Water Supply and Sanitation Collaborative Council
UNOPS India

I take this opportunity to thank you and your entire team for their consistent critical support in helping the district to identify the left out beneficiaries through Community approaches called "Community-Leave No one Behind" and achieve 100% open defecation free status under Swachh Bharat Mission-Gramin.

I really appreciate your support and technical inputs to make this transition go well. We look forward to continue working for years to come, and your support in sustaining the ODF environment and in ODF plus initiatives.



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CHAPTER 1: INTRODUCTION

Community-Leave No One Behind (CLNOB) is a new participatory approach to identify both challenges and solutions in community's journeys towards ODF-S. It has been designed to be integrated into Phase II of the Swachh Bharat Mission-Grameen (SBM-G). The government of India has issued the guidelines for Phase II of SBM-G, of which one of the guiding principles is ensuring that no one is left behind. CLNOB demonstrates a way to achieve this goal. It encourages communities to identify gaps in sanitation coverage and use and promote actions they can take themselves.

CLNOB builds on experiences with Community Led Total Sanitation (CLTS) and with the Swachh Bharat Mission-Gramin (SBM-G)'s 'Community Approaches to Sanitation (CAS)'. These approaches have helped communities towards achieving open defecation free (ODF) environments; however, it has been acknowledged that ODF status has deficiencies.

CLNOB is an adaptable participatory process in which communities (tolas, paras, majra, purwa, habitations, etc.) are convened and facilitated to conduct their own analysis of who was not reached in Phase I and those that require retrofitting of both superstructures and sub-structures to ensure toilets are safe and accessible to use by all. The process includes participatory mapping of all individual households in a community, identifying those that have so far been left out or that have special needs, and which toilets need retrofitting. It then encourages community members to take their own action to ensure they are not left behind. GP/Block/District staff are then apprised of the status and progress at community level, to support SBM-G Phase II and ensure sustained outcomes.

The purposes of this handbook are two-fold: first to inform policymakers and stakeholders at all levels about this new initiative, and second to provide guidance to facilitators and practitioners for CLNOB implementation. This handbook is a living document and will be updated and refined after more field experiences are conducted. It is based on limited experience from a small pilot carried out between June and October 2020 during the challenging environment of the COVID-19 pandemic.

The pilot

In India, the Water Supply and Sanitation Collaborative Council (WSSCC) and the Sanitation Learning Hub at the Institute of Development Studies (IDS) worked together to trial CLNOB in five rural districts in India. The pilot districts are 1) Kamrup Rural in Assam, 2) Purnea in Bihar, 3) Ranchi in Jharkhand, 4) Mirzapur in Uttar Pradesh, and 5) South 24 Parganas in West Bengal. The pilot ran from June to October 2020. WSSCC appointed five Preraks (one for each District) to support the pilot. IDS supported capacity building and on-job monitoring for

Preraks, as well as the documentation and production of this living handbook based on the experience. Table 1 shows the number of mappings and revenue villages covered, and the number of GPs to which these habitations belong.

Table 1. CLNOB pilot (June–October 2020)
No. of mapping exercises, revenue villages covered and No. of GPs

	District	No. of habitations where mapping conducted	No. of Revenue villages/ Sansads* covered	No. of GPs to which these habitations belong to
1	Kamrup Rural	15	5	2
2	Mirzapur	26	22	14
3	Purnea	30	13	4
4	Ranchi	20	20	11
5	South 24 Parganas	29	6 +1 (partially)	2
Total		120	66 fully + 1 partially	33

Note: *Sansads are in South 24 Parganas only.

Challenges faced during the pilot

1) Challenges posed by COVID-19

- Training of Preraks and horizontal learning workshops had to be conducted virtually.
- There were severe delays encountered due to lockdown restrictions and increasing numbers of COVID-19 cases.
- Access to communities was sometime blocked by the Administration or communities themselves.
- The pandemic had an adverse impact on the supply of construction materials.

- The programmatic modality had to change, from Preraks training facilitators to Preraks conducting the facilitation themselves.
- Maintaining social distancing during meetings in the village remained a challenge across all the states.

2) Other challenges

- **Staff Turnover:** five of Preraks left their positions during the pilot.
- **Lack of experience of Preraks in community level facilitation:** Three Preraks (Mirzapur, Ranchi and Purnea) lacked prior experience of working at the community level in a participatory manner. Improving attitudes and skills is a time-consuming process. Initially, the Preraks were hired to do a different job, which was to train facilitators. However, due to COVID-19, the training could not go ahead and the Preraks had to facilitate the CLNOB themselves at the village level.
- **Outputs adversely impacted due to rainy season:** Initially, the pilot was designed to take place in the spring, but this was delayed due to COVID-19. There fore, the substantial part of the duration of the pilot fell during peak rainy season, which created a barrier as willing people were unable to initiate construction work.

Key learnings from the pilot

- The attitudes and skills of the facilitators are critical for the success of CLNOB.
- Constant and untiring efforts by facilitators brings results on the ground.
- Efforts by facilitators to involve members of the Panchayati Raj Institution (PRI) and the local administration helped motivate people to take action.
- The presence of ward members and self-help group (SHG) leaders in mapping exercises results in the active involvement of the Nigrani committee.
- Results on the ground are directly proportional to the number and quality of Gandhigiri and follow up visits.
- The training and orientation of masons (living in the area where project is taken up) on retrofitting of toilets in use is critical for the success of implementation.
- Data validation immediately after the mapping exercise and preparing an ODF-S register ensure authentic data and ease of monitoring by the Nigrani committee.

- Creating a WhatsApp group of stakeholders at habitation, GP, Block and District levels results in cross learning and a healthy competition among Nigrani committees of different habitations.

Note: Some case studies from the pilot are available in **Annex 3**. These helped in learning and gave insights for listing possible challenges and potential solutions during different phases of the CLNOB process.

CHAPTER 2:

Overview of CLNOB (Why, What, How, and Phases of CLNOB)

What is CLNOB?

Community Leave No One Behind (CLNOB) is an empowering approach in which communities are convened and facilitated to conduct their own analysis of who has been left out and to encourage community members to take corrective action.

How is CLNOB different from CAS/CLTS?

CLNOB is a participatory exercise to identify gaps in household sanitation coverage, retrofitting needs, accessibility challenges, and any additional challenges in achieving ODF-S. It builds on certain components of the CAS/CLTS methodology; however, it differs in a number of important ways:

- Mapping in CLNOB needs to capture more detail to address these gaps to ensure that **everyone** has access to a safely managed facility. For example, households that may be experiencing technical issues with either the substructure or superstructure or households that need to make adjustments to ensure the facility is user friendly for PwD residing in the household. Each household should be mapped and 'Leave No One Behind' categories identified
- Mapping takes place at a tola/para/habitation/mohalla/purwa level– with a number of mapping exercises needed to cover a Gram Panchayat – rather than being a GP-wide exercise.
- CLNOB inspires and motivates people and households through some affirming methods(such as discussion on relevant topics related to ODF sustainability like retrofitting issues, left out people, challenges faced by PwDs and possible solutions etc).
- The outcome of the process is individual households each having, and everyone within that household using, a safely managed sanitation facility – this means sharing among households is not allowed and unimproved sanitation facilities with faulty substructures or superstructures are not accepted.
- It is proposed that Nigrani committees are involved in follow-up and the Gandhigiri approach is recommended. However, any coercive measures (which were not recommended in the guidelines of Gandhigiri under CAS/CLTS, but were utilized by over-enthusiastic facilitators at the local level) are strictly not allowed.

In short, CLNOB includes the following:

- Participatory community mapping of all individual households in a community, identifying those that have been so far left out or that have special needs. It can also map toilets that need retrofitting.
- Encouraging community members to take their own action to ensure where possible that they are not left behind. Taking 'their own action' means building/retrofitting toilets or applying modifications to make them user friendly for PwD, as needed, without waiting for government support.
- The data revealed through mapping exercise is validated through door-to-door visits (which are used to prepare a new map and a sustainability register showing the validated situation in each household and subsequently used for monitoring progress) and then fed into GP/Block/District action plans to ensure sustained ODF status.

WHAT IS A 'COMMUNITY' IN CLNOB?

- Community refers to a village/habitation, or to a relatively socially homogeneous group of people who live together, for instance in a tola, and who are likely to know about each other.
- CLNOB mapping is done at habitation level. The ideal size for an area of habitation is around 50 households, but must not exceed 100 as it would need a number of meetings to cover these many households. However, in actual practice during the pilot, in some cases the Preraks did not follow this criterion and undertook mapping for more than 100 households.
- All the habitations of a revenue village are covered habitations (and households) through a number of meetings. This helps make the data usable by the GP administration for action planning, as they are mandated to prepare an action plan for each of the revenue villages in their GP. However, in practice, given the short duration of the pilot, in some cases all habitations in revenue villages could not be included if the village was very large (around 1000 households or more).

Why CLNOB?

Leaving no one behind is a key principle of SBM-G Phase II. But the programme guidelines lack any participatory methodology to achieve this. The evolving approach of CLNOB provides the desired participatory methodology. The CLNOB approach:

- Helps to understand the different LNOB categories and gaps at the grassroots level.
- Focuses on identifying people within households and communities who were left out of the baseline, or any new households that have joined after the SBM-G Phase I, and encourages them to build infrastructure/means for access as needed and feed this data back to Block/District level.
- Ensures universal sanitation coverage without discrimination and contributes to the holistic human development of those left behind.
- Is a people-centred, gender-sensitive, human-rights-based approach, focussing on the farthest behind. It provides information on who was left out of SBM-G Phase I and what problems are occurring for the achievement of ODF-S.
- It ensures village, district, state, and national outcomes that are sustainable and equitable.

Three phases of CLNOB

1. Preparation;
2. mapping process; and
3. post-mapping Gandhigiri and follow-up visits.

While a brief of the three phases is given here, details about these phases are given in Chapters 3, 4, and 5 respectively.

How does the CLNOB process work?

Preparation	<ul style="list-style-type: none"> • Fix the date, time and venue for the meeting. • Arrange material for mapping. • Arrange transport for reaching the village.
CLNOB mapping process	<ul style="list-style-type: none"> • Identify left out people and different categories through participatory mapping exercise. • Ensure collective realisation of the issues that still need to be addressed. • Share technology options for construction and retrofitting of toilets • Community commitment and action planning to ensure no one is left behind. • Community commitment to initiate Gandhigiri visits early in the morning after the CLNOB mapping process
Post-mapping Gandhigiri and follow-ups	<ul style="list-style-type: none"> • Empower and encourage the community to address gaps and sustain ODF status. This is achieved through various activities, such as explaining technology options, demonstrating retrofitting, data validation, and counseling of the households by Nigrani committees. • Share findings of mapping exercise and validated data in a GP meeting, encourage PRI members to participate, and encourage the Nigrani committee and community members to ensure action on the ground.
Result: Access to safely managed toilets for all; no visible faeces in the village/environment; achievement of ODF-S.	

CHAPTER 3: PREPARATIONS



Top Left: Kamrup Rural District, Assam. Credit: Rajat Karmakar Top Right: Kamrup Rural District, Assam. Credit: Rajat Karmakar
Bottom Left: Kamrup Rural District, Assam. Credit: Rajat Karmakar Bottom Right: Purnea District, Bihar. Credit: Md. Amjad Ansari

Creating Enabling Environment for CLNOB

It is important that before preparing for CLNOB mapping, relationships are built at District/Block/GP level so that the required support is available and the mapping data is used to develop District/Block/GP Action Plans. Orientation events at these levels should be organised before initiating any CLNOB mapping processes. We suggest that at first CLNOB be implemented in a couple of Blocks identified during district-level orientation based on the willingness of the Block Development Officer or Block -level SBM-G nodal officer to trying out the CLNOB approach. Similarly, an initial few GPs can be selected during the Block-level orientation where the Gram Pradhan/GP president/Mukhiya/Sarpanch are interested. The selection of revenue villages will be made in the GP-level orientation programme based on the willingness of ward members to ensure ODF sustain ability by using the CLNOB process. A critical mass of facilitators needs to be created at the Block/District level to facilitate the CLNOB process on the ground.

Why are preparations needed before CLNOB mapping?

Once an enabling environment is created at District/Block/GP levels, preparation is needed to plan the mapping exercises at habitation level with the help of the Gram Pradhan/GP president/Mukhiya/Sarpanch and ward members. This is for the following reasons:

- To understand the size of the village and plan the number of community mapping exercises needed.
- To ensure the participation of each household in the habitation. This is very important in CLNOB (unlike other participatory processes, where it may be slightly different), as it ensures nobody is left behind.
- To understand the internal social dynamics of the village, so that an effective facilitation strategy can be made.
- To ensure the availability of trained facilitators, and other resources required for the exercise.

What preparations are needed?

The following preparations are needed before the mapping visit:

- a) Select the village, date, time, and venue of meeting.
- b) Identify and meet the village leaders, who can help in ensuring the gathering of people for the mapping exercise.
- c) Select the facilitation team.
- d) Procure material for the mapping exercise.
- e) Arrange vehicle to access the village.

To carry out the first two action points, one facilitator should visit the village two–three days prior to the mapping visit. For ensuring the last two points, help will be needed from the programme authorities at Block/District level.

Preparation before mapping needs to be done at two levels

1. At village level:

- One facilitator can visit the village two–three days before the mapping exercise.
- **Meet local leaders:** such as the Gram Pradhan/ward member and with their help meet

the SHG leaders (normally, there are at least two–three SHGs in a habitation), youth club leaders, Accredited Social Health Activists (ASHA) and Anganwadi workers (AWW), if they reside in the habitation. Also identify other influential persons in the village whom people respect or whose advice people follow. This could be a teacher, a retired employee, priest/imam, or any other influential person.

- **Explain the purpose of the proposed mapping exercise:** to study the current health, hygiene, and sanitation profile of the village. Explain how a CLNOB mapping exercise will benefit them in improving the status of environmental sanitation in the village.
- **Selection of village/habitations for mapping exercise:** understand the size of the village and its geographical condition to decide the number of mapping exercises to be conducted in that village. Keep the following points in mind while selecting and planning CLNOB mapping in a village:
 - ✓ Select a small village/habitation/para (say up to 100 households) for CLNOB mapping, so that all the households can be easily shown on a map drawn on chart paper. Though it is fine if the map is first drawn on the ground and then copied onto chart paper, experience shows that drawing the map directly onto chart paper is much more convenient and saves time.
 - ✓ If the village is large and the settlement is compact, it is useful to organise mapping exercises at different locations simultaneously. The only thing to keep in mind is that in any one meeting a maximum of 50 households should be invited. The mapping can still be facilitated on a chart paper. If required, two–three pieces of chart paper can be joined together.
 - ✓ If mapping exercises are conducted in parts but not simultaneously (i.e. in different mohallas/habitations at different dates/times), there is a possibility that people from other mohallas/habitations will join the meeting out of curiosity. They can then dominate the process later, when it is carried out in their own area.
 - ✓ If the village is scattered, with different mohallas/habitations far from each other, mapping exercises can be conducted in different mohallas/habitations on different dates.
- **Fix the date, time, and venue of the meeting to the convenience of the community:** keep the following points in mind while fixing the date, time and venue:
 - ✓ Avoid days such as weekly market, festivals, marriages, etc.
 - ✓ The timing should be convenient for the majority people, with special attention to

- ✓ women and to those who may have been left behind.
- ✓ The venue should be a public place; if possible, a centrally located area that is easily accessible for all including PwD.
- ✓ If a public place is not available in the habitation, the venue could be a centrally located house. The person whose house is selected must be non-controversial and all the households must be comfortable visiting the location.
- ✓ During rainy season, an alternate venue (if the first choice of venue is an open space) should also be identified, in case it starts raining.
- **Measures for ensuring gathering during mapping exercise:**
 - ✓ Request Gram Pradhan/ward member, the SHG leaders, Youth club leaders, ASHA, AWW, and other influential persons in the village to be present during the exercise. Also encourage at least one or two persons from each household to attend the meeting.
 - ✓ Try to identify PwD and elderly people and either invite them directly and request village leaders to invite them to the mapping exercise.
 - ✓ The facilitator may encounter questions like 'How will this exercise help? We have already achieved ODF'. The facilitator may then draw attention to left out people; the need to retrofit toilets for long-term sustain ability; the question of whether PwD, the elderly, and pregnant women face any problems in using toilets; and how the existing toilets can be modified to make them user-friendly for these groups. What happens when the pit gets filled? Who empties it? Where is the sludge thrown? The facilitators then tell them that solutions to these issues will be discussed in the meeting. This helps secure the agreement of influential people to take part in the meeting and to ensure that at least one or two people from each household joins in.
 - ✓ A day before the visit, call to remind contacts about the meeting. Ask them to inform people again about the time and venue of the meeting.

PREPARATION: ADDITIONAL PRECAUTIONS DURING THE COVID-19 PANDEMIC

- During pre-mapping visits, facilitators should not shake hands or hug people. They can use other ways to greet people from a distance, such as saying *Namaste* with folded hands.
- Facilitators must use sanitiser frequently as required.
- Facilitators should ask the contact persons/village leaders to tell people to wear masks and maintain social distancing when they come to the mapping meeting.
- Facilitators should choose a venue in an open space, as far as possible.
- Facilitators should also wear masks and maintain social distancing

2. At the level of facilitation team:

- Selection of facilitation team: select a team of one–two facilitators trained in the CLNOB approach. Include a few local people (such as Swachhagrahi, SHG leaders, active Natural Leaders (NIs), members of Nigrani committees, etc.; if possible, include people from vulnerable groups as well) with knowledge about the households and the village in general.
- Procurement of material for mapping exercise: procure all materials that may be useful (flip chart, large sheets of paper, sketch pens of different colours, cards, masking tape, etc.). Also obtain Rangoli powder in different colours if you anticipate ground mapping first.
- Arrangement of vehicle for the village visit: this may require talking to the service provider and programme authorities supporting CLNOB at District or Block level.

Specific actions for integrating equality and non-discrimination(EQND)principles during the preparation phase of CLNOB process

Integrating EQND means that facilitators must take deliberate steps to ensure that the CLNOB process is equitable. This involves recognising from the outset that inequality exists within communities and that to ensure fairness, people who are potentially disadvantaged may require different levels of support to fully participate.

The preparation phase, or pre-mapping visit to the target community before initiating the

mapping exercise, is essential for achieving full community attendance at the mapping meeting. This is where EQND is first addressed at the community level. Steps for integrating EQND into the pre-mapping stage include:

- Ensuring members of groups that are potentially disadvantaged participate in the pre-meeting visits.
- Specifically inviting people who may be disadvantaged to the mapping meeting.
- Making sure that the mapping meeting time and venue are accessible for people who may be disadvantaged or making alternative arrangements for their participation.
- Trying to find out about people with mobility challenges, such as older people or those with disabilities. Ask leaders/representatives how the community is supporting them to attend the meeting.
- Finding out if there are people who speak different languages from the majority/facilitator. Sometimes older people may only speak their traditional language. If this is the case, make sure that there are people present at the meeting who are willing to interpret for them.
- Ensuring that people with hearing impairments are invited with someone (usually a family member) who can interpret.

Possible challenges and solutions related to preparation

The facilitators may face a number of challenges during preparations for mapping exercises. Based on the insights gained from the pilot carried out in five selected districts, a matrix of possible challenges and potential solutions, shown in Table 2, has been prepared.

Table 2. Challenges and Potential Solutions – Preparations

	Challenges	Potential solution
1.	GP ward member and SHG leaders may be unwilling to organise a mapping exercise. According to them ODF has been already achieved and persuading people to retrofit toilets during rainy season may not yield results.	Do not get discouraged. A photo presentation highlighting CLNOB issues and technology modified for PwD can help. Emphasise that there are always some people who come forward and initiate action despite challenging circumstances.
2.	Facilitators avoid pre-mapping visits and opt to communicate with the village leadership by telephone.	There is no substitute for the pre-mapping visit. Meeting for the mapping exercise must be fixed by visiting the habitation/village at least 2–3 days prior to mapping so that all the preparations needed are undertaken.
3.	Facilitator visits GP office and fixes the meeting just by informing the Pradhan/ Sarpanch / Mukhia /GP president, trusting that they will carry out all the preparation needed.	The pre-mapping meeting with the Pradhan /Sarpanch /Mukhia /GP president must be done in the presence of all the community leaders, such as the ward member, the Nigrani committee leader, SHG leaders, AWW, ASHA, youth group leaders, Swachhagrahi etc. If some are not available, they can be met with separately. Also meet disadvantaged people separately and request their presence. Furthermore, inform all the households of the habitation, so that during mapping presence of at least one person from each household could be ensured.
4.	Not all people show up and disadvantaged groups are not present.	During the pre-mapping visit ensure that representatives from all the disadvantaged groups, such as women, minority and lower caste groups, etc., are present in the meeting. Explain the purpose of the meeting and request that they ensure the presence of all the households with in their group. Obtain their consent when deciding the date, time, and venue of the meeting.

5.	Venue does not suit all community members/groups.	<p>The meeting place should be a public place such as a school, community hall, open ground, etc. If this is not possible, organise a meeting at the house of a non-controversial person.</p> <p>If a community is reluctant to attend a meeting venue due to an internal conflict, organise separate meetings with different community groups, even if they belong to same habitation.</p>
6.	Venue is an open space not suitable for rain.	<p>During rainy season, it is advisable to select an alternate place (during the pre-mapping visit) near the venue, where the mapping meeting can be held if it rains. The place must be accessible to all despite rains.</p>
7.	Covering only a part of the revenue village and leaving some habitations / parts not covered.	<p>The GP is mandated to prepare an action plan for each of revenue villages with in its area. Make sure that no habitation/part of the selected revenue village is left out, running multiple meetings if necessary.</p>
8.	While planning the mapping exercise in a habitation, a part may be left out.	<p>Be careful and check that no part of the habitation located on the fringes or away from the main part is left out.</p>
9.	Unavailability of facilitators if more than one mapping exercise has to be done simultaneously.	<p>If more than one mapping exercise is to be conducted in a village it is important to check the availability of trained and skilled facilitators before deciding the date for meeting. Fix the date of the meeting to suit both the villagers and the facilitator. Include one experienced facilitator in each team. Involve active Nigrani committee leaders, NLS and SHG.</p>
10.	Not having the contact number of more than one leader of the village	<p>At the end of the pre-mapping visit it is essential to collect 3–4 contact numbers, so that the facilitator can remind them before leaving for mapping exercise.</p>

CHAPTER 4: MAPPING PROCESS



Top Left: South 24 Parganas District, West Bengal. Credit: Tapan Sarkar Top Right: Kamrup Rural District, Assam. Credit: Rajat Karmakar Bottom Left: South 24 Parganas District, West Bengal. Credit: Tapan Sarkar Bottom Right: South 24 Parganas District, West Bengal. Credit: Tapan Sarkar

Suggested process for CLNOB mapping

The process of CLNOB mapping, which takes around two hours, is divided into two parts: part 1) mapping of households and identifying categories, and part 2) community action planning. The first part should take around 60 to 75 minutes and part 2 should take 45 to 60 minutes.

A step by step process of mapping and community action planning is given below. We suggest using some colours and symbols for marking different categories of households to help the facilitator. The facilitator should feel free to choose their own colours and symbols.

CLNOB MAPPING PROCESS: AT A GLANCE

Part 1. Mapping all households and identifying categories

Step 1: Greetings and introduction.

Step 2: Thank villagers for making their village ODF.

Step 3: Explain the purpose of the visit and agree the duration of the meeting.

Step 4: Climate setting.

Step 5: Facilitate CLNOB mapping exercise:

A) Map all the households

B) Identify gaps, challenges and categories left behind

C) Present findings

Part 2: Community action planning

Step 6: Facilitate discussion on technology options for PwD and retrofitting of toilets.

Step 7: Facilitate community commitment to initiate local action.

Step 8: Facilitate reviving and strengthening of Nigrani committee along with their action points.

Step 9: Facilitate Nigrani committee to create consensus for early morning Gandhigiri visits the day after the mapping.

PART 1.MAPPING ALL HOUSEHOLDS AND IDENTIFYING CATEGORIES

Step 1:Greetings and introduction: greet the attendees and introduce yourself by stating your name and where you have come from. Other facilitating team members also introduce themselves. Then ask the community leaders to introduce themselves.

Step2: Thank villagers for making their village ODF: give a clap to community members and leaders for their collective effort in making their village ODF.

Step 3: Explain the purpose of the visit and agree the duration of meeting: Share that the sole purpose of the visit is to learn about the current health, hygiene, and sanitation situation in the village, so that attendees do not expect any monetary support from the facilitation team. Would they still like to participate in the discussion? If yes, how much time would they be able to spare?

Step 4: Climate setting: try to break the ice by asking some general questions about the village and its ODF campaign. Questions could be about the number of households in the village, about their livelihood, festivals, the impact of COVID-19 on the village, the number of households with toilet facilities, how they achieved ODF status in the village, whether there are any issues in sustaining the toilet use, or whether there are people who are still not able to access toilets.

Some facilitators also ask about the diseases occurring due to poor sanitation and engage community members in calculations of related medical expenses. The information generated is later referred to when the process reaches a point where people have identified gaps and are asked as to what they would like to do on their own to address them. The expense of addressing the gaps is usually much less than what they are spending on medical expenses each year.

Step 5: Facilitate CLNOB mapping exercise: the map should be drawn by the attendees directly on the chart paper. If required two–four pieces of chart paper may be joined together. It will save time and be easier to show different categories if the map is drawn straight onto the chart paper rather than on the ground.

A) Mapping all the households

- Explain the purpose of the mapping exercise and how the data collected will be used by the community members, i.e. to identify sanitation challenges in the community, to develop a sustainability register, and create an action plan.
- Let participating households know that the map and sustainability register will be shared with the GP administration and a short report will be shared with the Block and District.
- Ask community members to map all the households existing in the habitation. A square can be used as a symbol of a house. Lay emphasis on depicting each household and the importance of not missing anyone. Ensure that the absent households are also shown on the map during the exercise. Ask people to check whether their neighbour's house has been shown or not.
- Once the households are shown, interrogate the map by asking people whether there are any households left, particularly on the fringes of the village.

B) Identifying gaps, challenges and categories left behind

- Identify households without a toilet and indicate them in red. Then categorise

households without toilets as either below poverty line (BPL) or above poverty line (APL) by writing B for BPL and A for APL using a bright colour.

APL households:

Next sub-categorise the APL households as follows: (i) Scheduled caste/tribe (SC/ST) (ii) persons with disability (iii) landless labourers with homestead (iv) small farmers (v) marginal farmers (vi) women-headed house holds. For depicting sub-categories, you can suggest writing 1 for SC/ST, 2 for persons with disability, 3 for landless labourers with homestead, etc. on the map to indicate APL households identified without toilets.

Other APL:

If a household fits into none of the above six categories, you can mark number 7 on their household on the map.

Mapping other gaps and challenges (both BPL and APL households):

- Ask if there are any toilets under construction in any households. You can show these by marking U/C on the houses in question on the map.
- Ask if there are any toilets that are totally dysfunctional and cannot be repaired. Ask attendees to show all defunct toilets in a black colour.
- Ask if there are any households with unsafe toilets (without pan and p-trap, or where faeces are being disposed in water bodies or in the open). Mark these households in brown.
- Ask about the type of toilets constructed in the village. Explore the different parts of the sub-structure of toilets. Identify technology gaps and issues in the existing toilets that may obstruct usage in long run. Depict in yellow households where the toilet needs retrofitting.
- Next try to find out the usage pattern of toilets. Indicate households in orange where usage is a problem (no usage and partial use).
- Further identify those households with PwD in the family. Find out the type of disability they have (physically disabled, visually impaired, or mentally ill). Be respectful and sensitive while discussing this topic. Do they have toilets? If yes, ask them whether they face difficulty in using the toilets. Do not ask about the kind of difficulty they face; this should be done during the data validation exercise in a one-to-

one meeting with the PwD. Show in blue households where modification to the existing toilets is required to make them user-friendly for PwD.

- Identify households with elderly people and pregnant women and depict them in blue with E (for elderly) and P (for pregnant women). Find out how many of them have toilet facilities in the house. How many have any difficulty using the existing facilities? Identify house holds that need modifications to existing toilets to make them comfortable for use.
- Also try to find out about the floating population or migrants, if any. Show that area in a different colour and write FL/M on it.
- Explore any other categories that might exist besides those listed here.
- Depict all the households that have no current issues in green.

C) Present findings

- Once all the categories have been identified and marked, ask community members to write the key findings of the exercise on the chart paper.
- Request a Nigrani committee leader/NL (who is vocal) to present these finding to all the community members.
- Ask whether attendees are in agreement with these findings, or whether they see any gaps. Repeat until a consensus is achieved if possible.

PART 2: COMMUNITY ACTION PLANNING

Try to make this entire process demand-driven, so that the issue remains that of the community and creates a sense of ownership.

Step 6: Facilitate discussion on technology options for PwD and retrofitting of toilets:

- Explain technology options for retrofitting toilets in order to sustain the village's ODF status. Facilitate calculation of retrofitting costs as per the different requirements that emerge in a particular habitation.
- Discuss options for modifying existing toilets, to make them accessible and comfortable for people with special needs.

Step 7: Facilitate community commitment to initiate local action:

- After the presentation of findings, ask the community how they would like to proceed? What can they do for themselves? This may include identified actions already been taken and celebrating this. Try to feel the pulse of community.
- If no one comes forward, facilitate the calculation of recharging a mobile phone/TV by a family and then for the entire village. Compare this with the cost of installing/retrofitting/modifying low-cost toilets.
- Also refer to medical expenses incurred by the village (if this exercise was not done in the beginning, it can be facilitated here) and compare this amount with the cost of installing/retrofitting/modifying low-cost toilets.
- The facilitator can initiate discussion on other topics, to help drive the community towards taking action to sustain its ODF status. Some possible topics for discussion are given under the heading 'Some tips for answering emerging questions from community members' later in this chapter.

Step 8: Facilitate reviving and strengthening of the Nigrani committee along with their action points:

- Revive and strengthen the Nigrani committee by adding new Natural Leaders from all parts of the habitation. If a Nigrani committee has not been formed in the habitation then facilitate the process of making one.
- Ask the Nigrani committee to undertake counselling visits to the households of people who are defecating in the open, people who needs to retrofit their toilets, and people with special needs, encouraging them to:

- ✓ Make improvements in the existing facilities to make them more user friendly.
- ✓ Build safe and low-cost toilets in the houses of low-income people.
- ✓ Not defecate in the open.
- ✓ Retrofit toilets when required.
- Discuss with the Nigrani committee about keeping an 'ODF-S register' in which all the findings will be recorded after the validation of data. The data will also be updated on a regular basis.
- Facilitate the Nigrani committee to prepare lists of the people willing to initiate action:
 - ✓ People who are willing for making improvements to the existing facilities as required.
 - ✓ People who are willing to retrofit their toilets. If possible, arrange for a demonstration of retrofitting toilets in a willing household.
 - ✓ People who are willing to build a low-cost toilet in their household. If possible, arrange a demonstration of this as well.
- Encourage the community to identify those who can support the low-income strata and people with special needs within the community.
- Facilitate the transfer of the action plan from chart paper to a register to be kept by the Nigrani committee. Give a copy of the action plan to the Pradhan, GP secretary, and Swachhagarhi. Also keep a copy of it yourself for reference.

Step 9: Facilitate the Nigrani committee to plan early morning Gandhigiri visits the next day (agree the timing of visits, for example start at 6 am and finish by 8 am, and ensure the participation of all Nigrani committee members) Gandhigiri visits primarily have to be done by insiders i.e. village people, particularly the Nigrani committee of men and women of the village. Outsiders merely initiate and catalyse the process until the Nigrani committee takes overfull responsibility. Gandhigiri approaches include activities such as visiting house holds who committed to make improvements in their toilets or build a new toilet, encouraging them, validating the information collected through the mapping exercise, preparing a list of households who are willing to take action, fixing a date for demonstrations, etc. Details of these activities are given in the next chapter.

Suggested talking points for the facilitator

Suggested talking points for the lead facilitator during the mapping process are available in **Annex 1**. These are presented as a step-by-step dialogue between the facilitator and community and are useful for new facilitators.

Some tips for answering emerging questions from community members

A number of questions are raised by community members during CLNOB mapping or post-mapping Gandhigiri visits and follow-ups. The facilitators need to use their best judgement to answer them in a manner that promotes community ownership and encourages local action. At times, facilitators can initiate discussion on certain topics in order to answer the questions raised by community members. A list of some topics for discussion during CLNOB facilitation are as follows:

1) Viruses in human excreta

When to discuss: This discussion can be initiated when it is revealed that households are emptying single pit toilets manually and disposing of the sludge in a shallow pit dug near the toilet pit. The community members agree that this is not good for their environment, but do not come forward to initiate action. At times they mention the COVID-19 pandemic, which has affected their income adversely.

How to discuss: The facilitator explains that 1 gram of faeces contains:

- 100,00,000 (one crore) viruses
- 10,00,000 (ten lakh) bacteria
- 1,000 (one thousand) protozoa
- 100 (one hundred) parasite eggs.

The facilitator then asks how much of the above would be in the sludge taken out from the toilet pit. If we empty the pit like this then what will happen?

The facilitator then refers to the medical expenses (if already calculated earlier in the mapping exercise; if not, carry out this activity now), which total around Rs 10,000 per year in most cases.

Then the facilitator engages the community members in a discussion about the advantages of having a twin pit toilet as compared to single pit followed by calculating the cost of converting a single pit into a double pit toilet. This generally comes out to be Rs. 2,500 to 3,000.

If the community ask 'Is it OK to delay this simple retrofitting and wait for COVID-19 pandemic to be over?' the facilitator can respond by saying: 'Would it not result in increase in medical expenses as medicines would become costlier?'

Following this discussion, some people may come forward and agree to retrofit their toilet.

Where tried out: This has been carried out successfully in some villages of South 24 Parganas.

2) **Assets and responsibility**

When to discuss: This discussion can be facilitated when community members blame the government/Panchayat members for not providing them with toilets or providing bad quality toilets. They demand the government's help to construct or retrofit toilets.

How to discuss: The facilitator can ask: 'Do you all have houses? Do you have cows, goats and chickens?' 'Yes, we have'. 'Where they do live?' People may say that they have made a shed for them. Then the facilitator asks: 'If your house gets damaged or the cowshed collapses then what will you do?' They say: 'We will repair it the very next day'. The facilitator asks: 'Will you not wait for government support?' People may say: 'No, the government does not provide any help for this'. The facilitator then says: 'Similarly, the government does not provide any help with retrofitting toilets. If your toilet has an issue, whose responsibility is it to fix it? Who is using the toilet? Is the government using your toilets?' People would say, 'No, never'. Following this, some people may agree that constructing or retrofitting a toilet is their responsibility, as it is their asset.

Where tried out: This has been carried out successfully in some villages of Kamrup Rural.

3) **Calculation of medical expenses**

When to discuss: This discussion can be facilitated when community members say that they are poor and cannot afford to construct or retrofit their toilets.

How to discuss: The facilitator asks: 'What is the main source of your income? What is the average income of people in a month in this village? How do you spend your monthly income? What are the major items of expenditure? Does it include expenditure on diseases? So, what is the average amount that a family spends on treatment in a month?' Then the facilitator asks a number of questions to engage

people in calculating households' annual medical expenses. They also ask: 'Would it not be a good idea to cut down the medical expenses by spending some money constructing or retrofitting a toilet?' This comparison generally helps people realise that constructing or retrofitting toilets is not a costly job compared to their huge medical expenses, and that the latter can be saved by having a clean environment in the village.

If required, the facilitator can also ask: 'Who is responsible for causing illness? Is it God or us? The facilitator can add: 'Generally, we pray to God for the wellbeing of our family members. God does not create illness. Seventy per cent of diseases occur due to unhygienic conditions in the village. So now the question arises: who is responsible for making the village dirty?' People may say that they are the ones who make village dirty. The facilitator then says: 'So, people are responsible for diseases in the village. Can we stop this by having a clean village? Are we ready to do it?' People will normally respond to this by affirming that they are ready to take action.

Where tried out: This has been carried out successfully in some villages of Kamrup Rural and South 24 Parganas.

4) **Astha (faith)**

When to discuss: This discussion can be facilitated in situations where most households do not have toilets or are using unsafe toilets, and where community members say that they are poor and cannot afford to construct safe toilets.

How to discuss: The facilitator asks: 'How do you celebrate Chhath Puja?' Answers will generally say: 'It is celebrated to thank Surya [the Sun God] for showering blessings and sustaining life and energy on earth. On the first day people take a bath, particularly in the River Ganga, and collect the holy water of the river to make Prasad at home. On the 2nd day, a day-long fast (without water) is observed by devotees, which ends in the evening after worshipping Chhathi Maiya and eating Prasad. On the 3rd day, people observe a fast without water and food. In the evening people go to the banks of a river or pond and offer Sandhya Arghya to the Sun God. On the 4th day, devotees gather at the banks of the river along with their families and offer morning Arghya to the Sun God'.

Then the facilitator asks: 'Are we not polluting our natural bodies of water by practising open defecation? Are we not polluting the water the whole year and then using it to offer Arghya to the Sun God? Is it right to puja one day but pollute the water the whole year?'

This discussion generally makes people think and reflect about their behaviour and some people may commit to stop practising open defecation and construct toilets.

The facilitator can also bring other aspects of religious importance into the discussion, such as 'Dharti Mata', 'Gau Mata', 'Tulsi Mata', etc. They can ask: 'Are we not polluting Dharti Mata by practising open defecation? Are we not making Gau Mata eat our shit? Are we not polluting Tulsi Mata by having an unsafe toilet close to the house?'

Where tried out: This has been carried out successfully in some villages of Purnea and South 24 Parganas.

5) **Mobile and TV recharging**

When to discuss: This topic can be discussed when community members say they cannot afford to build or retrofit their toilets as they are facing financial difficulties due to COVID-19 and the adverse impacts of cyclones.

How to discuss: The facilitator asks: 'Do you recharge your mobile or TV? Are the TV and mobile recharging shops closed?' People say: 'No, they are open and we recharge our mobiles and TV'. The facilitator asks how much a family spends on this in a year and encourages people to calculate this cost. People generally say around Rs 7,000 (5,000 for mobile and 2,000 for TV). The facilitator then draws attendees' attention towards the cost of retrofitting and building a toilet. The facilitator may ask: 'What is more important to you, entertainment or health?' Generally, people say that health comes first. Most then commit to constructing or retrofitting toilets as required.

Where tried out: This has been carried out successfully in some villages of South 24 Parganas.

6) **Shaadi (marriage)**

When to discuss: This topic can be discussed when households do not have a toilet or are using an unsafe toilet or a toilet in a bad condition. Community members may say that they are poor and cannot afford to construct a safe toilet.

How to discuss: The facilitator asks a number of questions such as: 'How many households include young people of a marriageable age?' Generally, the answer will be yes, there are some people of marriageable age within some households. Then the facilitator asks: 'Is anyone in any family getting married soon? Would not having a toilet or having a toilet in a bad shape create a good impression, when someone visits

the house for a marriage proposal? How would the bride feel, if she has a good toilet in her parents' house and she finds an ugly toilet at your house? Similarly, what kind of impression will the bridegroom be left with if he is marrying your daughter or sister and sees your poor toilet?' This may aid community members in realising the need to construct or renovate their toilet.

Another variation of this discussion can be used when someone is adamant that they will not construct a toilet and that the government should be providing one instead. The facilitator can then ask: 'How many brothers are there in your family? Are they married? Did they have separate rooms before they got married? Are they living in one room since they got married or do they have separate rooms now? Who made these rooms, the government or you? Who made the kitchen? Who made the cowshed?' Finally, the facilitator asks if the community member made all these things for himself, why is he waiting for the government to build him a toilet?

Where tried out: This has been carried out successfully in some villages of Kamrup Rural.

TABLE 3. DO'S AND DON'TS FOR FACILITATORS DURING THE MAPPING EXERCISE

Do	Don't
Arrive in good time	Arrive late
Go around the participants along with few community leaders to ensure the presence of at least one person from each Household of the habitation.	Begin before everyone has arrived at the venue.
Tell the group the purpose of the mapping and how the data will be used.	Forget to explain the purpose and what the facilitators will use the data for.
Ensure that all the individual households are depicted on the map	Leave out households at the fringes of the village.
Be tactful in initiating discussions on people left behind or those with special needs. The activity should not be seen as a checking exercise by outsiders.	Initiate direct discussion about left out categories.
Ensure all the categories have been shown clearly on the map.	Leave some categories unexplored.
At a time discuss about one category.	Confuse people by asking questions about more than one category at the same time.
Ask probing question to get correct information about each category.	Avoid asking probing questions while identifying categories and related details.
Be nice to people; use respectful words.	Use hurtful language, towards poor and vulnerable households and people with disabilities.
Decide particular colour and symbols to indicate each category well in advance.	Use colours or symbols that create confusion about categories.
Engage people in discussion; listen; ask; allow some time from them to respond.	Lecture.

Prevent domination by anyone member of the group.	Allow the domination of anyone person or a specific group.
Elicit the contributions of those often	Ignore those who are silent.
Share options for simple and low-cost modifications to existing toilets for disabled people and people with special needs.	Mention highly technical or costly modifications.
Believe in people's capacity and that they can do it.	Underestimate the capacity of poor people and assume that they are unable to build/retrofit toilets without external support.
Refrain from making promises to provide any kind of funding support for the repair or construction of new toilets.	Make promises to provide government support.

MAPPING PROCESS: ADDITIONAL PRECAUTIONS DURING THE COVID-19 PANDEMIC

- Facilitators should not shake hands or hug people. Use other ways to greet people from a distance, such as saying *Namaste* with folded hands.
- Facilitators must ask people to wear masks. If they do not have masks, they should cover their mouth and nose with a handkerchief/dupatta/gamchha/sari, etc.
- Facilitator should request people to maintain social distancing (a distance of 2 yards from everyone) during the mapping meeting.
- If possible, mark sitting places at the meeting venue to facilitate social distancing.
- Facilitators must also wear a mask and maintain social distancing
- Facilitators must use hand-sanitiser frequently as they touch the chart paper, sketch pens, etc.
- Facilitators should also sanitise people's hands before they touch the chart paper, sketch pens, etc.
- Remind the Nigrani committee members to wear masks when they carry out the Gandhigiri visits the next day.

Specific actions for integrating equality and non-discrimination principles into mapping process

The CLNOB mapping exercise is the first opportunity to address inequality and disadvantage with the entire community. The list below sets out some key ways in which EQND issues can be discussed with the community, and where the active participation of people who may be disadvantaged can be encouraged:

- Make sure that everyone from potentially disadvantaged groups (as identified during the pre-mapping meeting) is present in the meeting.
- Encourage people who are usually less likely to speak out (e.g. women, older people, PwD) to sit in the front row. However, don't force them to do so if it makes them feel uncomfortable.
- Encourage the community to listen to the views of all groups, including people they may not usually hear from, and gently encourage those people to speak out if they would like to. If these people do voice their views, facilitate encouragement

from the rest of the community to build pride and recognise their value.

- Actively look for emerging NLS/volunteers from groups that are usually considered disadvantaged. Diverse representation of NLS/volunteers on the Nigrani committee helps to ensure that people who may be disadvantaged receive appropriate support, and reminds the facilitators to make future follow-up meetings more equitable.
- Ensure that people who may be disadvantaged are actively contributing to the development of the action plan. Actively invite their input and ensure their suggestions are included.
- Once the community agrees on an action item, ask a volunteer to repeat it aloud so that people with visual impairments can hear.
- It is important to facilitate the community's agreement that supporting those who may struggle to build/retrofit/modify their toilets on their own should be a priority in their action plan.
- Ask if there are any volunteers willing to help those who are unable to build/retrofit/modify their toilets on their own – for example by offering financial donations, labour, transportation of construction materials, masonry work, a loan from the self-help group, etc.

Possible challenges and solutions during the mapping exercise

Facilitators may face a number of challenges while carrying out the CLNOB mapping exercises. Based on the insights gained from the pilot carried out in five selected districts, we have prepared a matrix of possible challenges and potential solutions.

TABLE 4. CHALLENGES AND POTENTIAL SOLUTIONS – MAPPING EXERCISE

	Challenges	Potential solutions
1.	Message regarding meeting did not reach all the households of the habitation; as a result only a few people have gathered at the venue.	The lead facilitator can stay at the venue while other team members go to the village and invite people to the meeting by making door-to-door visits. Apologise for the communication lapse and request that they attend the meeting.
2.	Due to some untoward incidence in the village, only a few people have gathered for meeting.	Assess the situation. In this case it is better to postpone the meeting. Try to fix a new date for the meeting before leaving the village, if possible.
3.	People from a particular disadvantaged group did not attend.	<p>Enquire with the contact person why people from a particular disadvantaged group did not join the meeting. Also discuss the matter with their representatives and try to find out the reason. Facilitators can take representatives of the group along and invite people by making door-to-door visits.</p> <p>Explain the purpose of meeting and encourage them to participate as being a resident of this village their presence at the meeting is vital.</p> <p>If resistance persists the habitation may need to be further split and an additional CLNOB process may be required for a particular sub-community.</p>
4.	Villagers provide fake information to receive benefits from government programme.	This is something that needs to be handled tactfully. Facilitators need to reiterate that the prime purpose of the meeting is to gauge the current sanitation situation. Therefore, community members should not expect any monetary or other support from the government.

<p>5.</p>	<p>People may confuse the colour or symbol they are supposed to use for denoting each category.</p>	<p>The facilitation team should be clear about the colour and symbol given to each category. During the exercise also make sure that people know the specific colour and symbol they are supposed to use for indicating categories. Before they mark something on the map confirm that they are using the right colour or symbol for that.</p> <p>Ask people to mark one particular category at a time.</p>
<p>6.</p>	<p>People from disadvantaged groups may feel targeted, which can hurt their feelings.</p>	<p>While facilitating the identification of categories, facilitators should carefully choose proper words for addressing poor people and people with special needs. For example, instead of saying 'disabled person' use the term 'a person with a disability' or 'a person who uses a walking aid, a wheelchair'. This is likely to be more respectful. Choose a local term that works best in the local language. This requires asking people what local terms are seen as respectful.</p> <p>Make attendees feel easy and comfortable and try to relate the issue to the entire community. Avoid pointing out disadvantaged people, and use the word 'us' to be inclusive while addressing the issue.</p>
<p>7.</p>	<p>Disturbance at the venue.</p>	<p>If the venue is a room which is small or compact and cannot accommodate all the attendees, it would be better to look for an open space with proper sun protection. Apologise for the inconvenience and attendees to re-assemble at a new venue.</p> <p>Similarly, if the venue is on the road side, change the venue straight away as it will be difficult to engage people in discussion due to traffic noise.</p> <p>During rainy season select an alternate venue that can accommodate people if rain comes.</p>

8.	Some people from a particular community dominate the discussion.	<p>In this case the lead facilitator can request others to share their views. Ask someone who seems willing to answer the queries. Encourage them to participate actively. If they keep on dictating the process, demonstrate appreciation for their knowledge and exposure, and humbly request them to give a chance to others too.</p> <p>If they continue ruling the process, one team member should politely take the person out of the meeting and engage them separately in discussion till the meeting ends.</p>
9.	A disruptive person such as drunkard enters and disrupts the meeting.	<p>If a disruptive person enters and tries to disrupt the process then the other team members should take them out of the meeting and keep them busy till the meeting ends.</p>
10.	The majority left the meeting as they could not understand it due to a language barrier.	<p>Facilitation matters a lot. During the pre-mapping visit, check what language people are comfortable with. If the facilitator does not know the local language, they should request someone from the community to act as a translator.</p>
11.	The majority left the meeting as they did not find it useful or interesting.	<p>While facilitating try to maintain eye contact with the majority of people. Encourage who are shy and not forthcoming to participate in the discussion.</p>
12.	No one is ready to take action.	<p>In this situation do not feel disheartened and do not demand action. The facilitator can simply thank the community for their time and participation. Thank them for all the information they shared.</p> <p>Share a summary of the information and encourage attendees to address the gaps identified. Tell them it is perfectly fine if they do not want to make any commitment at the moment. They can discuss everything with their family members. Appeal to them to participate in the early morning Gandhigiri visits the next day.</p>

13.	People say findings are misleading.	Some people may believe the data to be fake or misleading. In this situation do not argue with them. Tell them that the information collected is not final. This data will be validated by Nigrani committee members by making door-to-door visits. During the data validation process it will become clear if someone has provided fake information.
14.	Due to poor time management, there is little time left for community action planning.	<p>Leave the discussion on technology options and focus on strengthening or forming the Nigrani committee. It is important that members of the Nigrani committee are selected based on their voluntary consent and ensuring representation of all parts of the habitation.</p> <p>Also confirm the next day early morning Gandhigiri visits with the Nigrani committee. Tell them that technology options will be discussed after the Gandhigiri visits. Request that everybody join this session.</p> <p>The next day, the facilitator should end the Gandhigiri session a bit early to discuss technology options and modifications for people with special needs. At the end prepare a list of people who are willing to take action.</p>
15.	No one is willing to provide support to deprived people in the village.	Do not force people to provide help to the underprivileged. Share stories of other villages where people made collective efforts to support the underprivileged in constructing toilets.
16.	Nigrani committee seems disinterested in initiating Gandhigiri visits for the next day.	<p>If the Nigrani committee is unwilling to carry out Gandhigiri visits, then do not force them to do so. Instead, ask attendees whether any of them are willing to join the facilitation team the following morning for Gandhigiri visits. Record the names and contact numbers of willing volunteers.</p> <p>Also request committee leaders to join them in the morning. Before leaving the village also fix the meeting point for the next day. In the end thank everyone for their time and participation.</p>

17.	People complaining about or blaming the village level government for not providing a toilet.	The facilitator can initiate a discussion on assets and responsibility, as set out earlier in this chapter.
18.	People complaining that the government provided toilets to people who are financially well off and ignored poor people.	The facilitator can draw the attendees' attention towards the fact that the government provided toilets based on a base line survey conducted in 2012. Prior to that the government has been providing toilets under different programmes since 1986. Left-out people may or may not get a toilet from the government.
19.	Nigrani committee members asking what they are going to get in return for their services.	<p>The facilitator can hopefully motivate members by reminding them that they are working to improve their habitation.</p> <p>If the members are also SHG members, the facilitator can ask the ward member to remind them about the benefits they are receiving from the government, such as a health card under the Ayushman Bharat scheme, loans to SHGs, children getting mid-day meal in schools and Aanganwadi centres, training to SHGs for starting income generation activities, and so on.</p>

CHAPTER 5: POST-MAPPING GANDHIGIRI VISITS AND FOLLOW-UP PROCESS



Top Left: Kamrup Rural District, Assam. Credit: Rajat Karmakar Top Right: South 24 Parganas District, West Bengal. Credit: Tapan Sarkar Bottom Left: South 24 Parganas District, West Bengal. Credit: Tapan Sarkar Top Right: Kamrup Rural District, Assam. Credit: Rajat Karmakar

Why follow-up?

- Follow-up visits are an opportunity to make an active engagement with the Nigrani committee and the people still left behind, and empowers the Nigrani committee and community members to make continuous improvements.
- Quality follow-ups have tremendous potential to nurture the spirit of collective local action for sustaining ODF status.

What is included in follow-up?

- 1) **Gandhigiri:** Follow-up begins with early morning Gandhigiri visits, focussing on door-to-door counselling, data validation, and discussing technology options.

other follow-up actions may also be required for ensuring that no one is left behind.

Why Gandhigiri?

- Door-to-door visits the very next day after mapping encourage people to quickly initiate action on the ground. The facilitator must join this exercise with the Nigrani committee. This is an opportunity for the facilitator to coach members how should they counsel the households and validate data.
- Secondly, door-to-door visits also provide a way to validate the information gathered through the CLNOB mapping exercise the previous day.
- Thirdly, the visits provide an opportunity to discuss technology options and arrange for a demonstration in willing households.

When you should do Gandhigiri visits?

- It is good to start Gandhigiri in the early morning, around 6am, the day after the mapping exercise. The morning is best for the purpose as most people are available and are in a fresh mood. Also, there is less possibility of people being under the influence of alcohol. However, the exact time that is best for villagers will vary in different areas. In some villages, residents may prefer 5–7am or 6–8am, and in some other areas where they go to the fields/jungle early in the morning a time starting at 7.30 or 8am would be more appropriate. In some places the Nigrani committees may like to continue the data validation process up to lunchtime. Facilitators should ask the Nigrani committee members to fix the exact time and duration of Gandhigiri visits to suit them.
- Gandhigiri visits could also be carried out in the evening. However, there is a possibility that some people will be under the influence of alcohol in some villages.
- Once Gandhigiri has started, they should be continued every day till the goal is achieved.

Who should do Gandhigiri visits?

- Gandhigiri visits primarily have to be done by the insiders, i.e. village people, particularly the Nigrani committee made up of men and women from the village. It is important to increase the size of the Nigrani committee by adding more Natural Leaders.
- The first time the facilitator must join this exercise with the Nigrani committee. This is

an opportunity for the facilitator to coach members how should they counsel the households and validate data.

- Outsiders need to be presents a catalyst to initiate the process, but they will only attend until the Nigrani committee can take responsibility on their own and do not need outside help.
- The presence of senior officers and public representatives of Gram Panchayat /Block/District/, inspires functionaries down the line and also motivates community members.

Suggested process for Gandhigiri

- Make phone calls to the Nigrani committee members, so they can assemble at the pre-arranged place when you reach the village.
- Make door-to-door visits and facilitate the Nigrani committee in the process of validating information collected through the mapping exercise and simultaneously encouraging people to initiate local action to address the gaps for achieving ODF-S. The data validation may take a few days to complete. Experience shows that on any given day the Nigrani committee can visit up to 30 households, taking around 2–3 hours. A such, in a hamlet of 100 households, around three days are required to validate data and complete the first round of counselling to all households.
- Once the validation exercise is complete, the Nigrani committee will prepare a new map and an ODF-S register based on the validated data. This map will be kept by the Nigrani committee and work as a baseline map for action planning and measuring changes due to community action over a period of time.
- While visiting the households make sure that the toilet site is seen, and find out the type of toilet built along with all the details of sub-structure and superstructure.
- Facilitate the Nigrani committee to prepare a list of households who are willing to take action.
- Visit those households who committed to take action during the mapping as a priority. Thank them for their decision, and assist with any technical questions they may have.
- Engage people in a discussion about toilet technologies. This should include: 1) common problems and defects in the existing leach pit and septic tank toilets and possible solutions; 2) how to build a low-cost toilet; and 3) options for making existing

toilet facilities user friendly for people with special needs. Also encourage people to retro fit their toilet to ensure its long-term functionality.

- Visit households with unused toilets and those with partial use of toilets. Request that every member of the family uses the toilet at all times.
- Try to arrange demonstrations of retrofitting/modifications for people with special needs or identify households willing to construct a low-cost toilet.

HOW IS THIS GANDHIGIRI DIFFERENT FROM THE EARLIER PRACTICES?

- This Gandhigiri is different from the practices adopted in the name of Gandhigiri in the previous phase of SBM-G. In the earlier phase, there were deviations that are not recommended in the guidelines of Gandhigiri, but were utilised by over-enthusiastic facilitators at the local level. Moreover, harsh and raw words were used as tactics to trigger people who did not respond to softly communicated advice to adopt sanitation.
- This practice of Gandhigiri strictly disallows any coercive measures, naming and shaming of open defector, the use of any type of punishments, or of harsh words. Instead, it recommends using only Gandhian ways of persuasion, for example making requests with folded hands, being nice to people, showing empathy for the poor and people with disabilities, and being careful that no harsh words are used and that no one is harmed in any way. The activities carried out during Gandhigiri visits included counselling, sharing of simple technological options, validation of information gathered during the mapping exercise, and community action planning. Significantly, the local Nigrani committee has to play the lead role during Gandhigiri activities, with the outside facilitators only acting as catalysts.

Other follow-up actions

1. Prepare map with validated data and create ODF Sustainability Register

- After the data validation exercise is completed through door-to-door visits by the Nigrani committee, organise a meeting with Nigrani committee members, Swachhagrahi and Natural Leaders.
- Ask them to prepare a new map with validated data.
- Also ask them to record the validated information in a register. The register could be named the ODF Sustainability Register or any other name that the community deems

fit. A suggested format for the registers available in **Annex 2**.

- This register (which is to be kept by the Nigrani committee) needs to be updated and monitored on a regular basis during follow-up visits.
- 2. **Facilitate the community to prepare a detailed action plan** for all the categories identified. Discuss the issues and challenges related to each category along with possible solutions. This will be done in a meeting with the Nigrani committee. However, other willing community members should be encouraged to join the exercise.
- 3. **Try to increase the size of the Nigrani committee** by adding more NLs from different parts of the habitation, including from disadvantaged groups.
- 4. **Facilitate demonstrations of retrofitting toilets** in a few willing households, if possible.
- 5. **Facilitate demonstrations of modifications to make toilets user friendly for PwD.** Encourage households to showcase the modifications they have made.
- 6. **Organise a review meeting** with the Nigrani committee to discuss the progress made by households that committed to take action. Devise a strategy for any difficult households.
- 7. **Organise a visit for the Nigrani committee and other willing community members to the households where construction/retrofitting/modification has started/ been completed.**
- 8. **Meet ward members and the GP President/Gram Pradhan/Mukhia/ Sarpanch.** Motivate them to take a leadership role (by making door-to-door visits) in their area and encourage community members to take action.
- 9. **Organize a meeting with care-givers** and bring their attention to the safe disposal of children's faeces.
- 10. **Organise a meeting with SHG leaders** to encourage them to join the Nigrani committee. Coach them on technology options and on how to provide counselling to households on sanitation.
- 11. **Organise a meeting with the GP.** Share the findings of the mapping exercise, data validation, and community commitments. Provide photocopies of the validated map and sustainability register (which records the names and existing sanitation situation of every household in the habitation) to the GP. Ask that they encourage community

TABLE 5. DO'S AND DON'TS FOR FACILITATORS DURING GANDHIGIRI AND FOLLOW-UP

Do	Don'ts
Be calm and polite at all times.	Indulge in heated arguments.
Ask permission to see the toilet.	Enter the toilet without seeking the householder's permission.
Ask permission before taking a picture of the toilet or a person or activity.	Take a picture of a toilet or person or activity without seeking their permission.
Reiterate that this exercise is not being conducted in order to provide any money or material from the government.	Make promises about help from the government.
Encourage PRI members to participate in Gandhigiri and follow-up visits along with the Nigrani committee.	Exclude PRI members.
Be present during the first demonstration of toilet construction/ retrofitting/ modification.	Leave the demonstration down to the householder or mason.
Empathise with PwD and probe the difficulties they face in a manner that does not stigmatise.	Ask careless probing questions that may hurt feelings.
Always promote self-help. Reiterate that retrofitting a toilet is the responsibility of the household not the government.	Make promises to provide financial and material support.

GANDHIGIRI AND FOLLOW-UP VISITS: ADDITIONAL PRECAUTIONS DURING THE COVID-19 PANDEMIC

- Facilitators/Nigrani committee members should not shake hands or hug people. Use other ways to greet people from a distance, such as saying *Namaste* with folded hands.
- Ask people to wear masks. If they do not have a mask, they should cover their mouth and nose with a handkerchief/dupatta/gamchha/sari, etc.
- Ask people to maintain social distancing (a distance of 2 yards) while interacting with individuals during door-to-door visit and during any group meeting.
- Facilitators/Nigrani committee members must also wear masks and maintain social distancing.
- Facilitators/Nigrani committee members must use sanitiser frequently as required.
- If a demonstration of toilet construction, retrofitting, or modification is being undertaken, the facilitators/Nigrani committee members must wash/sanitise their hands after touching anything.

Specific actions for integrating equality and non-discrimination principles during post-mapping Gandhigiri and follow-up

Systematic post-mapping Gandhigiri and follow up visits are critical for generating community action to ensure ODF-S. It is also where the bulk of EQND analysis, support, and monitoring takes place. This is because facilitators have an opportunity here to work more closely with the Nigrani committees. Over repeated visits, both gain a better understanding of the challenges different groups face and what can be done to help them.

The list below covers some key considerations and facilitation ideas for addressing EQND during Gandhigiri and follow-ups visits.

- During Gandhigiri visits, encourage participants to listen to the views of people who may be disadvantaged. Always make a special effort to ask about the difficulties people with special needs (e.g. older people, pregnant women, and people with disabilities) face while accessing sanitation facilities. Remember not to put pressure on them if they are not comfortable speaking.
- Ensure the community's ODF-S register is reviewed by Nigrani committee members and encourage them to support everyone recorded in the register as needing help.

- Be extremely careful not to suggest that anyone who has difficulties building a latrine may receive outside support – especially if there are expectations of subsidies. Remember to be as specific as possible when identifying people who may be the most disadvantaged and use the community's own commitments to support their neighbours/relatives.
- Do not assume that just because a person may be disadvantaged they are unable or do not want to act for themselves and others. It is important to recognise their ability to make change and value their contribution to pushing the community to sustain its ODF status.
- Speak directly to people who might be disadvantaged and ask their opinions wherever possible rather than only speaking to their carer or family members.
- Ask if they attended the CLNOB mapping exercise and, if so, what they recall from the meeting and whether they made any personal commitments to themselves and their households. If they have not yet built/retrofitted a toilet or are having trouble using and maintaining one, ask if they have received any assistance from their family or neighbours.
- Do not directly help people who may be struggling to build, use, or retrofit a toilet, even though this may (understandably) be your first reaction. Remember that this process is community-led, not facilitator-led. The Nigrani committee should always be the first to take the lead if the household needs support.
- Look out for people who have made novel adaptations to their latrine that make it easier to use. Encourage other households to visit to give them ideas of how to make their own toilets more accessible.
- To boost feelings of self-confidence, facilitators should encourage people who may be disadvantaged to share their successes and achievements and invite the wider community to recognise and applaud them.
- Be alert for potential NLs/volunteers who can support the process, particularly from groups that are often excluded. Encourage the Nigrani committee to include these individuals as members during the ongoing processes.
- Ensure that the community/GP commits to providing support that may take additional time and effort, and that they update their action plan for with specific actions, dates, and responsible persons to support struggling households.

Community Leave No One Behind

- Ensure sensitivity and tact with how information is fed back to GP, Block, and District level. This exercise should not lead to any shaming or threats from external sources once people who were left out of the baseline have been identified and their details shared.
- Ensure not to share information that can be used to identify individuals and individual households with the Block or the District.

Possible challenges and solutions related to Gandhigiri and follow-up visits

The facilitators may face a number of challenges during Gandhigiri and follow-ups. Based on the insights gained from the pilot carried out in five selected districts, a matrix of possible challenges and potential solutions during Gandhigiri and follow-up has been prepared, which is as follows:

TABLE 6. CHALLENGES AND POTENTIAL SOLUTIONS – GANDHIGIRI AND FOLLOW-UP VISITS

	Challenges	Potential solutions
1.	The contact persons do not pick up the phone in the morning.	<p>Try to call other members. If someone picks up, tell them that the facilitation team will be reaching the village soon and request they ask other Nigrani committee members to assemble at the meeting point.</p> <p>If no one picks up the call, the facilitation team can go to the houses of committee leaders. Encourage them to initiate the Gandhigiri and data validation process by making house-to-house visits. Initiate the process even if only a few members join the facilitator. Demonstrate the process of data validation and Gandhigiri by visiting some households. In the end thank them and ask how they found the activity. Would they like to continue doing Gandhigiri visits daily? Encourage them to continue the process till the village becomes able to address the gaps in ODF status.</p>
2.	No one assembled at the meeting point.	If the facilitation team reaches the village and no one is present at the meeting point then call them and inform them that the facilitators are waiting for them. If no one comes then visit the Nigrani committee members' houses and encourage them to carry out Gandhigiri.
3	Only a few committee members are assembled for Gandhigiri visits, and they are not confident about the process and its impact.	Thank those who have arrived and encourage them to start the process by clarifying their doubts and demonstrating the process of Gandhigiri in a few households. They may be successful in roping in other members to join. Suggest that they keep a record of attendance of committee members who joined the activities.

4.	Nigrani committee members are disinterested in making door-to-door visits.	<p>Look for active NLs that may have emerged during the mapping exercise. Visit their households and encourage them to initiate the Gandhigiri process. Begin the process even if only 1–2 NLs are available. While visiting the households ask people to join the team. If possible, visit the houses of Nigrani committee members and encourage them to continue the Gandhigiri process.</p> <p>Sometimes, bringing active members from another habitation motivates the local committee members to initiate the Gandhigiri process again.</p>
5	Nigrani committee find maintaining the ODF-S register a burdensome exercise	<p>Remind the members that they are visiting each and every household for data validation purposes anyway, and can record information as they go. By the end of the validation exercise, they will have a clear picture of the gaps in ODF-S. This will help them to monitor the progress and ensure that people address the gaps.</p> <p>The facilitator can suggest a helpful format and explain how to fill it in. They should also demonstrate filling in the register in a few households, and check that the members are comfortable with the task.</p> <p>The team should carry the ODF-S register with them while doing follow ups and keep updating it on a regular basis.</p>
6	Toilets being used as a store room	<p>The facilitator can ask award member to persuade the householder to use their toilet as intended. Make an effort to find out whether anyone in the village has an influence over that particular household. Request the influence to accompany the committee member on a visit and attempt to motivate the</p>
7	Households reluctant to retrofit toilets	<p>Households can be convinced by using tools such as comparing the cost of a retrofitted toilet with medical expenses, discussing the impact on children's health, comparing to the cost of recharging a phone or TV, and so on.</p> <p>Try to find a strong NL who has retrofitted their toilet. Ask them to visit the household and share their experience.</p>

8	Masons may be unwilling to retrofit a toilet in use	Training and orientation of masons on the retrofitting of toilets in use is critical for the success of implementation. Facilitators can personally meet the masons and encourage them in this task.
9	Family members may not be interested in modifying the toilet to make it user friendly for PwD	The main response in such cases is usually that the PwD has been managing for a long time, so there is no need for modification. The facilitator can explain that the modification would not only help the PwD but might also reduce their dependency on the family for accessing the sanitation facilities. They can also share pictures of low-cost solutions, which may help motivate the family members.

CONCLUSION AND NEXT STEPS

As mentioned in Chapter 1, this handbook is a living document and will be updated and refined after more field experience is gained. It is based on limited experience of a small pilot carried out over a short period (June–October 2020) during a challenging environment brought about by the COVID-19 pandemic.

Most of the pilot fell during rainy season, which adversely impacted community action on the ground in terms of the construction and retrofitting of toilets.

Despite many challenges, the pilot provided many useful insights that helped refine this approach. The processes related to the three phases evolved really well. The mapping process successfully captured all the LNOB categories mentioned in the guidelines of SBM-G Phase II. The door-to-door data validation activities and subsequent preparation of a validated map and sustainability registers by the Nigrani committee emerged as good practice. The Nigrani committees are keeping and using their sustainability registers to monitor the progress of community actions for ensuring ODF-S. Photocopies of the sustainability registers have been shared at GP/Block/District level. The major area that needs further exploration now is how exactly the GP, Block and District administrations are using the data for their action planning under SBM-G Phase II.

Another area that needs further probing is the category of PwD, elderly, and pregnant women. Data on this category is not very easy to ascertain, as many people do not want to share their personal situations.

There is a need to continue building more experience coupled with learning. This still needs to be piloted on a small scale first; however, the pilot should be bigger than the one documented in this handbook. This handbook will work as the starting guidebook for the next pilot.

In order to expand the pilot, it is important to use a rigorous selection process to identify and train Preraks/facilitators (and also their mentors). When the COVID-19 situation improves, face-to-face training and on-the-job monitoring support to facilitators will become possible.

LIST OF ANNEXES AVAILABLE AS SEPARATE DOCUMENTS ON THE SLH WEBSITE:

ANNEX 1 :SUGGESTED TALKING POINTS FOR FACILITATORS DURING
MAPPING EXERCISES

ANNEX 2 : FORMAT OF ODF SUSTAINABILITY REGISTER

ANNEX 3 : SOME CASE STUDIES FROM THE PILOT

ANNEX 4 :INFORMED CONSENT AND DATA PROTECTION

Click [here](#) to download the annexes.

Modules for District level orientation on CLNOB, pre-training preparation and checklists and presentations for use for training and orientation are available on request. Please email the Sanitation Learning Hub at slh@ids.ac.uk to access these documents.

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