

Government of Rajasthan

Rajasthan Urban Sector Development Investment Program (RUSDIP) (Asian Development Bank Assisted)

Community Action and Participation Program (CAPP)

Inception Report
September 2008

Submitted by:



INDIAN INSTITUTE OF RURAL MANAGEMENT

IIRM CAMPUS, TAGORE MARG, MANSAROVAR, JAIPUR - 302 020

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CHAPTER - 1 INTRODUCTION

INTRODUCTION

1.1 Project Background and Scope

- 1.1.1 The State of Rajasthan, which covers an area of roughly 342,239 square kilometers, or approximately 212,000 square miles, is home to more than fifty-six million people.¹ Despite concerted efforts by the Central and State Governments to ensure that the development of new infrastructure in the larger cities would remain reasonably commensurate with population growth, the accelerated growth of urban areas has far outpaced the ability of the state and municipal governments to meet local needs. Thus, infrastructure services, particularly in the areas of potable water supplies, wastewater management, drainage and solid waste, have lagged far behind the requirements of large urban cities with their increasing populations and population densities.
- 1.1.2 As agreed by the Government of Rajasthan and the Asian Development Bank (ADB), the objective of the Rajasthan Urban Sector Development Investment Project (RUSDIP) is to optimize social and economic development in Rajasthan by facilitating policy reforms to strengthen urban management and by supporting priority investments in urban infrastructure and services. The investment is directed at the cities that have the greatest development potential and for works that will:
- 1.1.2.1 Alleviate infrastructure and service deficiencies in order to meet immediate and future demands for basic human needs;
 - 1.1.2.2 Act as a vehicle through which policy reforms can progress and be effectively executed; and
 - 1.1.2.3 Have the maximum demonstration effect for replication in other cities in Rajasthan and other states.
- 1.1.3 The project will support the need for improvements in 15 towns with an estimated total population of around 1.6 million (based on 2001 census) have been identified for inclusion in the Project. All identified towns are district head quarters and or towns with significant tourism and cultural heritage importance. The towns are Alwar(260,245), Baran – Chabara (101,167), Barmer (83,517), Bharatpur (203,587), Bundi (88,312), Chittorgarh (96,028), Churu (97,627), Dhaulpur (97,619), Jaisalmer (58,286), Jhalawar – Jhalarapatan (78,161), Karauli (66,179), Nagaur (88,313), Rajsamand (55,671), Sawai-Madhopur (97,491) and Sikar (187,904). which together have

¹ Population figure based on 2001 census

a population of nearly 1660157 million. The project has been formulated to be implemented in the following five parts:

- 1.1.3.1 **Part A: Community Action and Participation Programme:** This will promote participatory community involvement in the Project and contribute to the delivery of sustainable urban services through capacity building and community awareness and education programs regarding implementation and management of the Project facilities, environmental, health and sanitation aspects.
 - 1.1.3.2 **Part B: Water Supply Rehabilitation and Expansion:** Based on a non-revenue water study, the use of the existing assets will be optimized and supplemented by augmentation of the production and supply system, metering and the implementation of a computerized billing and financial management system.
 - 1.1.3.3 **Part C: Improvement of Urban Environmental Quality:** Wastewater management, solid waste management, drainage, slum improvements, sites and services, fire fighting services and protection of heritage sites.
 - 1.1.3.4 **Part D: Improvement of Urban Transportation and Management:** Upgrading of roads bridges, terminals, parking and improved traffic management in the Project area.
 - 1.1.3.5 **Part E: Implementation Support and Capacity Building:** Provision of incremental administration, equipment and vehicles for implementation, design and construction supervision services and Project management services.
- 1.1.4 The project has six major components, which are as below:
- Community Awareness and Participation Program (CAPP)
 - Water Supply, Rehabilitation And Expansion
 - Urban Environmental Improvements, including:
 - Waste Water Management.
 - Solid Waste Management.
 - Drainage.
 - Fire Fighting Services.
 - Prevention and Rehabilitation of Historical Sites.
 - Environment Management Services.
 - Slum Area Upgrading.
 - Urban Transport and Management, including:
 - Rehabilitation of Streets.
 - Rehabilitation of Bridges.
 - Construction and Rehabilitation of Bus and Truck Terminals and the creation of Parking Facilities.
 - Improvement of Emergency Medical and Health Services.
 - Implementation Assistance and Capacity Building.

1.2 Need for Community Action and Participation Programme:

- 1.2.1 Implementation of the *RUSDIP* started in 2007, and the Project is planned to be completed by December 2014. At this point, designs for most of the major infrastructural works have been completed, tenders have been called, and construction work has started in each of the fifteen urban areas. It is expected

that all remaining construction activities will be initiated over the next six months.

- 1.2.2 However, although RUSDIP has the responsibility for implementing the new infrastructure works, it is ultimately local communities and cities, and the municipal governments and line agencies responsible for their administration and management, who will be required to assume responsibility for the operations, maintenance and continuity of the infrastructure projects initiated by the RUSDIP.
- 1.2.3 To a very large extent, the long-term success of the project will depend on the willingness of local communities to sustain improved services facilitated by the new infrastructure, thus optimizing the return on investment represented by the RUSDIP. To ensure that local municipalities and communities develop a sense of “ownership” of the new and rehabilitated infrastructure and services, the RUSDIP also includes a major *Community Action and Participation program (CAPP)* component. The extent to which local communities and municipalities are cognizant of and supportive of the works being implemented locally will depend, in turn, on the success of the CAPP, which is a vital component of the RUSDIP.

1.3 Consultancy Assignment

- 1.3.1 Given the intimate knowledge of local conditions, community decision-making structures, and local organizations, it is appropriate that a Non-Governmental Organization (NGO) be allocated the responsibility for the design, implementation and administration of the CAPP. Thus, the Project Management Unit selected Indian Institute of Rural Management (IIRM), Jaipur as “State Level NGO” to fulfill this role. It is responsible for design, implementation and monitoring of CAPP activities. It may get support, as necessary, from local NGOs by contracting for additional services and the local NGOs will operate under the direction of the state level NGO.

1.4 Consultancy Objectives:

- 1.4.1 The Community Action and Participation Program (CAPP) is a critical component to be implemented within the demand-driven approach of the RUSDIP. Major objectives of CAPP activities are to:
- Promote and sustain intensive community involvement and participation in all components of the RUSDIP.
 - Ensure community involvement during planning and implementation of all components of the project activities
 - Create awareness among community regarding, environmental health, understanding of cost recovery issues and accessibility to the Project, all of which will lead to maximization of Project benefits and enhanced sustainability through improved community involvement
 - Promoting policy and institutional reforms through increased public awareness and assist in project monitoring.
- 1.4.2 Team Leader of CAPP would be responsible for overall project management and administration of CAPP activities and teams in all project cities. In addition to this, Team leader would work in co-ordination with ADB, IPMU,

IPIU, IPMC, DSC, line agencies, and local NGOs/CBOs, while, other members of the team will provide advice, guidance, awareness generation and training to IPMU, IPIU, line departments and target groups at community level.

1.5 General Responsibilities

1.5.1 The IIRM, the State Level NGO, will serve as the central administrative entity for the design and implementation of all CAPP activities. Though actual implementation of many of the community level activities are likely to be contracted to local, community based NGOs/CBOs, the overall responsibilities for successful implementation of the CAPP will rest with the state level NGO- IIRM.

1.5.2 The general responsibilities of the State Level NGO fall within the following generic categories:

- Design and implementation of the overall CAPP.
- Design and implementation of training programs and community based programs, including poverty alleviation programs.
- Design and implementation of extensive mass media-based programs to create awareness and influence policies.
- Maintenance of accurate, timely record of community participation activities.
- Helping foster commitment at the policy level.
- Development of an appropriate 'exit strategy'.

CHAPTER - 2

STAFF POSITION

2

STAFF POSITION

2.1 The following is the status of personnel mobilization as on 15th October, 2008. In some cases, the deployment is deferred by a few weeks as the person months proposed is less and they are required most in the latter months. However, concerted efforts are on to fill all positions according to need and actual requirement in the field for optimum utilization of available resources.

S. No.	Position	Name	Date of Joining	Person s Month	Head Quarters	Qualification	Experien ce
1.	Resettlement and Social Development Expert	Hemant Nischal	Aug, 2 2008	24	Core Unit – Jaipur	MA (Sociology)	19 Years
2.	Community Officer	Mr. K. K. Sharma	Aug, 2 2008	60	Core Unit – Jaipur	Bachelor of Journalism & Mass Communication, MA(Social Science), B. Com	21 Years
3.	Office Manager/ Accountant	Mrs. Sharyu Kedkar	Aug, 13 2008	72	Core Unit - Jaipur	M.Com, 'O' Level from DOEACC, Diploma in Tally, B.Com.	9 years
4.	Assistant Community Officer	Mr. Bhupendra Kaushik	Aug, 02 2008	60	CAPP city Unit, Alwar	MSW	5 years
5.	Assistant Community Officer	Mr. Ganpat Singh Solanki	11.8.08	60	CAPP city Unit, Jaisalmer	PG-Social Science	3 years
6.	Computer Operator	Mr. Surendra Singh Shekhawat	Aug, 02 2008	72	Core Unit – Jaipur	B.A. 'O' Level from DOEACC	5 Years
7.	Office Attendant	Mr. Wazid Khan	Aug, 02 2008	72	Core Unit – Jaipur	Non Matic	5 Years

CHAPTER - 3

ESTABLISHMENT OF OFFICE

3

ESTABLISHMENT OF OFFICE

3.1 Establishment of Office at Head Quarters

3.1.1 The office of CAPP Core Unit has established at the 3rd floor of the RUIDP office premises situated at AVS Building, JLN Marg, Jaipur, with necessary minimum furniture and peripherals. Efforts are on to procure the furniture and office logistics. It is expected that this process would be completed in a couple of months.

3.2 Establishment of Office in Project Cities

3.2.1 As desired by the project authorities in two project towns (Jaisalmer and Alwar, Assistant Community Officers are presently housed in the IPIUs with bare minimum logistics. Furniture and office needs will be acquired by the Core Unit and dispatched to these units in a couple of month.

3.2.2 Care is taken to ensure that the CAPP activities would not suffer for want of the logistic facilities. The proposed offices of CAPP city unit are as follows:

S. No.	Name of City	Official Address	Responsible Person
1.	Alwar	32/2, Manu Marg, Near petrol pump, Alwar	Mr. Bhupendra Kaushik - ACO Mobilized w.e.f 2 nd August, 2008
2.	Baran- Chhabra		
3.	Barmer	Sh. Dilip Paliwal S/o Tarachand Paliwal, Laxmipura, in front of central cooperative marketing, Chothan Road, Barmer	TBN
4.	Bharatpur	C-115, Shanti Kunj, Jawhar Nagar, (Opposite Bird Sanctuary) Bharatpur	TBN
5.	Bundi	Mr. Deshbandhu Dadhich A- 27, Moti Nagar, Police Lines Road, Bundi	TBN
6.	Chittorgarh	M/S Santa Devi Sukhwali, 19B Nagar Palika Colony, Before Head post office, Chittorgarh	TBN
7.	Churu	M/s Poonam Bajaj, D/o Sh. Shiv Kumar Bajaj, Plot No: 41 & 42, ward No. 13, Agarsen Nagar, Churu	TBN

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8.	Dhaulpur	Utam Goel, Agrasen Colony, Bari Road, near Jagdish Talkies, Dhaulpur	TBN
9.	Jaisalmer	Smt. Indra Devi W/o Sh. Arjun Singh, Achal Vanshi Colony, Near Dr. Arya House, Deedansar Road, Jaisalmer	Mr. Ganpat Singh Solanki - ACO
10.	Jhalawar-Jhalarapatan	Plot No.1-2 Shubham City, Near Housing Board, Kota Road, Jhalawar	TBN
11.	Karoli	Sadhana Bhawan, Gaytri Nagar, Behind General Hospital, Karouli	TBN
12.	Nagaur	Plot No. 1, opposite choudhary petrol pump, Didwana Road, Nagur-341001	TBN
13.	Rajsamand	C/O Jaiprakash Sharma, Sashtri Market, Bhilwara Road, Kankroli, Rajsamand	TBN
14.	Sawai Madhopur	86, Bal Vidya Mandir colony, behind ganesh Ranthambore Hotel Sawai Madhopur.	TBN
15.	Sikar	Smt. Pushpa Fageria W/o Sh. Sohan Lal Fageriya C/o Sh. Banwari Lal Advocate, inside choudhary charan singh gate, Nawal Garh Road, Sikar	TBN

CHAPTER - 4 PLAN OF IMPLEMENTATION PROGRAMME

4

PLAN OF IMPLEMENTATION PROGRAMME

4. **Approach and Methodology**

4.1 **Background**

- 4.1.1 One of the major drivers of India's wealth creation has been its cities. With the liberalization of the economy and ever-increasing investment in services and manufacturing, cities have become the hubs of almost all economic activity. Moreover, there has been an increased shift of rural masses from agriculture towards employment opportunities in the services and manufacturing industries, which are primarily urban based. Consequently, there has been a mass exodus of rural population to urban centers leading to an increased strain on the basic infrastructure services. Currently, more than 240 million people in India live in cities and the number is increasing everyday. In most of the cities, basic services like water, sanitation, road infrastructure, sewage system etc. are close to breaking down and most local governance bodies and government are finding it difficult to provide the same in effective manner.
- 4.1.2 It is a truism to state that access to basic services like water and sanitation is critical for the health and well being of people. This access is, however, largely denied, especially in large urban setting, to the economically and socially disprivileged. It is for that reason that despite large investment in water supply and sanitation systems in the past, lack of adequate sanitation is the main factor responsible for poor health among urban populations. For example, diarrhea is known to claim the lives of about a million children each year. The metropolitans and other large cities, especially the state capitals, have witnessed a phenomenal increase in population and the pressures of urbanization have rendered the existing systems for water supply and sanitation inadequate. One of the primary reasons for the breakdown of urban water supply and sanitation services in the large cities is the fact that these systems have not been regularly upgraded with some actually dating back to the British era. Among the affected urban population, the poor slum dwellers have especially not been recognized as valid customers and have very limited access to water and sanitation facilities
- 4.1.3 The problem is complex and is not just related to lack of adequate infrastructure that has not been keeping pace with the rapid increase in urban population.
- 4.1.4 Urban development in India has had no role for local communities. As a result, the communities have been totally dependent on government utilities and services and there is no sense of ownership for the facilities that have been provided. There have been attempt to recognize and regulate the role that the masses can play in the planning and provision of such services.

With a view to sustain development initiatives, the Indian lawmakers decided to give the public a broader role in the management of the services in the urban areas. The 74 constitutional amendment act provided for a democratic and participatory planning process so as to incorporate the needs of the people, particularly those of the poor and the socially disadvantaged. Hence there is now a wider recognition of the need for involving the community and defining a greater role for them in the management of services, including basic urban infrastructure facilities.

Like many other states of the country, in Rajasthan too the problem of rural migration has assumed serious proportions. Especially with the current drought situation in the state, people hailing from rural areas have been migrating in large numbers to the nearby urban centers in search of jobs. This has brought the existing urban infrastructure in the cities under tremendous strain.

- 4.1.5 Recognizing the need to upgrade the status of these services as well as meet the growing demand for additional services, the government of Rajasthan is currently implementing and almost successfully completing first phase of an ambitious and challenging urban development project titled Rajasthan Urban Infrastructure Development Project. In the first phase, the project aimed to improve the status of the basic infrastructure in six cities of the state as well as seeks to increase access to related services through capacity addition and community participation. Now project is on the edge of completion of first phase and entered into phase second with the same spirit to achieve desired success.
- 4.1.6 Before outlining the General Approach & Methodology of “Community Action and Participation Programme (CAPP)” it would be worthwhile to give a brief introduction of the Rajasthan Urban Sector Development Investment Program (RUSDIP) in terms of its need, objectives, areas or sectors of coverage and components. Similarly, a brief introduction of CAPP, on the same parameters would also be pertinent.
- 4.1.7 Rajasthan is a vibrant, exotic state where tradition and royal glory meet in a riot of colors against the vast backdrop of sand and desert. It has an unusual diversity in its entire forms- people, customs, culture, costumes, culture, costumes, music, manners, dialects, cuisine and physiography. The land is endowed with invincible forts, magnificent palace haveli's, rich culture and heritage, beauty and natural resources. It is a land rich in music, Dance, Art & Craft and Adventure, a land never ceases to intrigue & enchant. There is a haunting air of romance, about the state, which is palpable in its every nook and corner. This abode of kings is one of the most exotic locales for tourist worked over. The state has not only survived in all its ethnicity but owes its charisma and color to its enduring traditional way of life.

4.2 The CAPP Component

4.2.1 Objectives and Scope of CAPP

4.2.1.1 The state level NGO will serve as the central administrative entity for the design and implementation of all CAPP activities. Though actual implementation of many of the community level activities will likely be contracted to local, community based NGOs or CBOs, the overall responsibility for successful implementation of the CAPP will rest with the state level NGO.

4.2.1.2 Within the parameters of this assumption, the general responsibilities of the state level NGO fall within the following generic categories:

- A. **Design and Implementation of the overall CAPP**, including specific programs to be undertaken within each community, and centrally-administered programs – such as community awareness and education – to be implemented across communities. The state level NGO will also be responsible for designing and implementing the program, monitoring its progress, assessing the impact of its various components, and identifying the needs for “mid course” corrections as required.
- B. **Design and implementation of training programs and community based programs including poverty alleviation plans** as required for the target communities, for the staff of local NGOs, and for the Community Liaison Officers affiliated with each of the IPIUs. Such activities will be thoroughly documented, and a thorough assessment of outcomes will also be made.
- C. **Design and implementation of extensive media-based programs** to inform and educate policy makers and the general public about the proper and effective use of urban services (Water supply, Sanitation, solid waste disposal, etc.) and the need to pay for the costs of providing such services in manner so as to encourage an improved willingness to pay by the consumers.
- D. **Maintaining an accurate, timely record** of community participation activities and outcomes and of the efficacy of various participative models utilized to ensure community involvement.
- E. **Helping foster commitment at the policy level (State and City)** to the concepts and practices of meaningful public participation in planning and implementing urban development projects.
- F. **Design and implementation of Resettlement and Rehabilitation** of affected persons during the project of CAPP will conduct activities of capacity building or rehabilitation of project affected persons like income

generation activities, redress of grievances and other community based activities.

- G. **Developing an appropriate “exit strategy”** during the course of the project to help ensure that the initiatives taken up under the RUSDIP CAPP can be taken over and carried on by other after the Project is completed.

4.2.1.3 It is therefore, The CAPP component is intended to promote participatory community involvement in the project and contribute thereby to the delivery of sustainable urban services. The CAPP, to be undertaken by NGOs and CBOs, is designed to cover Community Awareness, Participation and Educations with respect to the implementation and management of facilities. It is also intended to educate communities about Environmental Sanitations and Health Linkages.

4.2.2 CAPP Objectives

4.2.2.1 The broad objective of CAPP is to provide comprehensive support for the attainment of overall Project objectives. To fulfill this mission, CAPP has three principal objectives:

- (i) Meeting Needs for Community Participation in Component projects;
- (ii) Promoting Policy and Institutional Reforms through increased Public Awareness and
- (iii) Assisting Project Monitoring

4.2.3 Areas of Community Participation

4.2.3.1 The components in which Community Participation and Awareness measures are needed include:

- Water Supply;
- Sewerage;
- Sanitation and Drainage;
- Transportation, including Flyovers, Over-bridges and traffic safety;
- Slum improvement;
- Conservation of monuments and preservation of heritage;
- Waste Management, including industrial and bio-medical waste and
- Fire fighting

4.2.4 Promoting Policy and Institutional Reforms

4.2.4.1 Policy and institutional reforms are a vital accompaniment to the project investments in infrastructure. The project provides an opportunity and vehicle for implementing comprehensive reforms and support to the achievements of project associated Policy and Institutional reform agenda. Some of the significant items of this agenda are :

- **State Policy for Community Participation**

- **NGO/CBO involvement in**
 - Establishment of sustainable system for operation and maintenance of created assets under the project.
 - To optimize the benefits which are actually intended and should reach up to last rung of the society
 - Micro credit financing
 - Women's health
 - Community based credit and thrift programs
 - Demand driven approach and
 - Willingness to pay
- **Reforms in Legislative and Administrative fronts like**
 - Implementing 74th Constitutional Amendment for Town Planning
 - Constitution of District and Metropolitan Planning Committees
- **Reforms in Institutional fronts e.g.**
 - Professionalisation of ULBs/Staff
 - Inculcate customer friendliness
 - Promote citizens right to information
 - Introduce O&M improvement plans

4.2.5 How to do the above?

- **Through organization of regular awareness campaign for the beneficiaries through regular orientation and training for -**
 - Elected Representatives
 - Customer friendly people's participation
- **Reforms in Financial field through :**
 - Promotion of direct recovery
 - Localization of indirect recoveries
 - Minimization of state level subsidy
 - Promotion of Private Sector
 - Improve Public Participation

4.2.6 Assisting Project Monitoring

4.2.6.1 Primary responsibility of Project Monitoring is vested in the PMU and other project management entities. The CAPP role in Project Monitoring, although secondary, will contribute to and assist them in several ways e.g.

- Carry out certain monitoring tasks by CAPP apparatus for BME program
- CAPP apparatus at State/City levels to provide nodes for consolidating data
- CAPP activities at all levels with their built-in formats and procedures would support project monitoring needs.

- CAPP – implementing NGOs/CBOs will also be able to provide opportunities for the monitoring exercises through their participatory monitoring methodologies.
- CAPP activities will complement formal project monitoring system by providing avenues for feed back
- CAPP will also contribute to the basic objective of monitoring through its structured process for sustained exchange of informatics between beneficiaries and communities.

4.3 CAPP Programs and Activities

4.3.1 The Project's scale and complexity, the CAPP's comprehensive goals and objectives, and the extensive scope of identified, anticipated and potential CAPP actions all suggest that the CAPP component will be comprised of a wide range and variety of subcomponent programmes and activities. The components of the CAPP include:

1. Public Awareness and Participation Programmes and Activities;
2. Community Participation and Community Development Programmes and Activities;
3. Policy and Institutional Reform Programmes and Activities;
4. Training and Capacity Building Programmes and Activities; and
5. Project Monitoring Programmes and Activities.

4.3.2 The tasks, programmes and activities that can be undertaken are listed below. The list is only illustrative and is not limited to these tasks, programmes and activities.

1. Public Awareness and Participation

- Disseminating Project Information and Promoting Public Awareness of the Project;
- Promoting Public Awareness of Urban Problems and Urban Development Issues;
- Promoting Environmental Health Awareness;
- Promoting Public Awareness of Key Sectoral Concerns; and
- Promoting Public Participation in Project Implementation and Urban Development Policy and Planning.

2. Community Participation and Community Development

- Promoting community participation in Project Implementation and Service Improvements;
- Providing Community Development Services in conjunction with Project Improvements; and
- Providing Complementary Measures that enhance impacts of Project Improvements, Reduce Poverty and Improve Living Conditions.

3. Policy and Institutional Reform

- Promoting Public Support for Policy and Institutional Measures that improve Urban Planning and empower Public, Community, and Stakeholder Participation in Urban Development; and

- Promoting Public Support for and Piloting Policy and Institutional Measures that empower Public, Stakeholder Participation in Urban Development.

4. Training and Capacity Building

- Supporting Delivery of Community Environmental Health Awareness and Hygiene and Sanitation Education Programmes;
- Providing Training and Capacity-Building Support for Participatory Approaches in Project Implementation and Urban Development;
- Providing Training and Capacity-Building Support for Community-based Operation and Management of Improved Local Infrastructure; and
- Providing Training and Capacity Building support for Community Development.

5. Project Monitoring

- Assisting Project Benefit Monitoring and Evaluation Activities; and
- Establishing Participatory Monitoring Processes and Feedback Channels

4.4 CAPP Implementation

4.4.1 CAPP will be implemented by NGOs/CBOs at three levels, viz., the state level, the city level and the subproject level. At the State level, an NGO will be selected to assist PMU, provide umbrella support and overall CAPP coordination, and implement state-level CAPP programmes and activities. Local NGOs will assist PIUs in Project cities. They will implement city-level CAPP programmes and provide city-level coordination for CAPP implementation, including CAPP activities at the subproject level carried out by additional NGOs/CBOs.

➤ ***CAPP implementation is sequenced in three phases:***

- Preparatory Phase
- Implementation phase.
- Follow-up and Exit Phase

4.4.2 Since we are implementing two similar kinds of projects in Rajasthan and Madhya Pradesh and out of these one has recently completed. During the implementation of above mentioned projects we have gathered rich experiences and learning which could be helpful to us to conceptualize and preparation of realistic and workable project approach and strategy. The success of first phase of the project has given us enormous moral support to do better in the second phase.

4.4.3 In the preparatory phase, conceptualization of the project, CAPP comprehensive plans will be finalized, selection and deployment of local NGOs, organization of consultative workshop with the project officials as well as in each cities to make the environment positive to takeoff the project properly will be prepared . In the implementation phase CAPP activities will take place in the field, various groups and CBOs will be identified and

capacity building of these groups will take place in order to establishment of sustainable system of operation and maintenance of created assets under the project In the implementation phase, the comprehensive CAPP plan will be carried out.

4.5 General Approach and Methodology

4.5.1 The Goals, the objectives and the creation of various entities for the implementation of various components of RUSDIP, summarized briefly in the foregoing paragraphs, bare two specific elements of the Project (RUSDIP):

- The Hardware element and
- The Software element

➤ **Hardware Element**

Under the Hardware Part need based infrastructural basic facilities have been developed or are under the process of creations for the use and welfare of the urban population of the selected 15 cities of Rajasthan State. The implementation entities for the Hardware Part of the RUSDIP have already been created and are functional at the State and City levels.

➤ **Software Element**

As is well-known, the provision of hardware alone may achieve little in terms of improved city life, unless it is matched by distinct behavioral changes relating to improved sanitation, personal hygiene and qualitative life style among the urban population. This behavioral change is proposed to be brought about through the Software Part of the Project.

CHAPTER - 5

STRATEGIES FOR IMPLEMENTATION

5

STRATEGIES FOR IMPLEMENTATION

5.1 Strategy & Approach

5.1.1 As of to-day it is assumed that the major portion of the Hardware Part of the RUSDIP has to start during process of implementing of the CAPP Programs and Activities. Under this situation the following Programs/Activities are listed in the order of their priority.

- (i) Establishment of Office at core level as well at all IPIUs level
- (ii) Organization of Consultative workshop in each city to make the all the stakeholder about the RUSDIP and its works
- (iii) Considering the results of various consultative workshops city based CAPP activity plan will be prepared.
- (iv) For effective and successful implementation of CAPP activities, Selection of City level NGOs,CBOs and making them functional.
- (v) Holding of Workshops on :
 - Public Awareness and Participation
 - Community Participation and Community Development
 - Policy and Institutional Reforms
 - Training and Capacity Building
 - Project Monitoring
- (vi) Designing of Orientation & Training modules/and material for various types of functionaries of CAPP implementing entities.
- (vii) Organization of Training Programmes of functionaries
- (viii) Selection of sub-project level NGO/CBO for various CAPP Programs and Activities and making them functional at all the selected cities.
- (ix) Formulation of Action Plan (SECTOR wise) for various CAPP Programs and Activities to be operationalized by subproject NGOs/CBO on :
 - Public Awareness and Participation
 - Community Participation and Community Development

5.1.2 Identification of Prominent Resident Welfare Associations/Registered Mohalla or street Committees:

In our opinion and experience gathered during the implementation of first phase it is observed that this might be backbone of CAPP activities in the cities. One do not have sufficient time, manpower and resources to formed new bodies for implementation of CAPP activities.

5.1.3 Thrust Areas

At the commencement of CAPP programs and activities within each city, "Thrust Areas" or SLUM areas in other words, need be identified, at the first place, for initiating CAPP Programs and Activities, while the Local NGOs/CBOs, users group, RWAs, ward members, SHGs and selected

volunteers would serve as the vehicles to carry the CAPP activity at the individual/household door. The involvement of such Grass-roots level Functionaries are proposed to be in position on regular basis for the entire CAPP activity period of Project.

5.1.4 The entire city would be divided into the following types of Operational Divisions

- (i) Slum Areas predominantly inhabited by poorer sections of urban population as identified by the local Self-government. The list of such slum areas is readily available with the City Municipality.
- (ii) Wards, predominantly inhabited by middle class population.
- (iii) Well established colonies/wards predominantly inhabited by well to do and upper class population.

5.1.5 The commencing of CAPP Programs and Activities are proposed to be operationalized in the priority order indicated above.

5.1.6 The CAPP Programs and Activities of "Public Awareness, community participation and Community development are of urgent need in 'Slum areas' where there is large target group providing plenty of scope for CAPP activities.

5.1.7 The formation of Block/Cluster and Ward committees would be another challenging task for the grass-roots level functionaries envisaged in this scheme of things. Household to household and person to person contacts are to be established to identified needy community members of 'Slum Areas' for Community development activities like formation of 'Self Help Groups' Thrift Societies, Women's Groups, Skill Development & Training activities and employment generation CAPP and programs.

5.1.8 CAPP programs and activities of 'Awareness generation' and community participation among the poor communities of 'Slum Areas' will largely depend on the traditional methods of communication like Prabhat Pheries, Nukkad Nataks, Puppet shows and the like to attract attendance and delivery of identified messages on various issues. The motivational activities of community participation will require group meetings, personal contracts and the like which are possible through the efforts of NGO/CBO grass-roots level functionaries like RCVs and cluster monitors, in association with ward municipal functionaries.

5.1.9 The other communication medias like Electronic and Print medias are also to be used extensively depending upon the composition of the community in particular areas/wards etc.

5.1.10 Community participation entails participation from planning stage to the availing of services by individual household and sharing the cost of services consumed and O&M of Hardware facilities developed. The 'Sense of ownership' of community assets would, automatically develop among community members if they have been motivated to share the costs. This can be best done through individual persuasion by grass-roots functionaries, community leaders and the like.

5.1.11 The strategy put forth through the foregoing paragraph can be suitably modified and adopted in the areas predominantly inhabited by middle class and upper class communities, where the population, in general, is expected to be well aware of their demands and ready to share the costs as well.

5.2 NGO for CAPP

5.2.1 An NGO, to be appointed as Lead NGO at the State Level for CAPP, will have demonstrated experience in working with the poor on urban development and environmental issues, be locally based, have professionally trained personnel and have a permanent existence in the Project area.

➤ **The scope of work is comprised of five major task areas. These include:**

- Preparation of implementation plans and strategies; including a comprehensive plan for CAPP implementation, and supporting strategies, guidelines, and action plans;
- Implementation of State-level programmes and activities for public awareness, community participation, community participation, project and policy promotion; training and capacity building, and monitoring;
- Coordination and support for State, City, and Subproject level CAPP programmes and activities;
- Provision of support and assistance to PMU; and
- Provision of support and assistance to PIUs in six Project cities.

5.3 Specific Approaches

5.3.1 Under the circumstances, there is an urgent imperative to adopt appropriate strategies and introduce suitable programmes to mitigate the situation. IIRM, after a thorough investigation and examination, adopts the situation-specific approaches, which would be designed through in-house expert meetings and discussions, and consultation with all stakeholders including project officers. A few to mention are:

1. The CAPP programme will begin with a focus on groups and situations where problems of insanitary conditions, poor water supply, lack of sewerage, traffic congestion, persistence of slums and improper waste management exist, and where efforts on conservation of monuments and preservation of heritage are lacking. The desire for change will be built up among people, i.e., especially women.
2. Awareness creation and capacity building will be accorded top priority. The awareness campaigns will be planned to reach all sections of population. The capacity building programmes, including trainings, will be designed to meet the capacity-needs of all stakeholders.
3. Motivational activities will be given top priority and the existing motivation, if any, will be capitalized, i.e., for greater convenience and

privacy. Promotion of HHL and other environmental sanitation facilities will be taken up by highlighting the health, convenience and privacy factors.

4. The communication strategies and communication materials will be formulated and designed to address the information gaps in people's minds about the project components, including waste disposal, water supply; sewerage, sanitation and drainage, transportation, including flyovers, over-bridges and traffic safety, slum improvement, conservation of monuments and preservation of heritage, waste management, including industrial and bio-medical waste and fire fighting.
5. Widespread publicity using local mass media networks about the salient features of the project and the role of community participation.
6. Urban dwellers will be encouraged to discuss issues, problems and perceptions in the meetings of women groups, ward/street level committees and CBOs, so that they would get their doubts resolved, conviction reached and decisions taken. Also, they will be motivated to express desire and demand for project facilities.
7. The interpersonal communications will be given top priority. For, the city-level NGO functionaries will be activated with motivation, communication skill training, and visual and written communication aids.
8. The outreach and effectiveness of folk media and IEC materials for spreading awareness will be harnessed for CAPP education.
9. All forms of communications will be targeted to opinion groups, especially women, for maximum impact upon environment, health and hygiene behaviour of families.
10. Low-cost simple sanitation measures like soakage pits & garbage pits will be popularized and public awareness will be built on such self-help interventions.
11. Opinion leaders will be identified, motivated and used in all activities so as to enthuse community participation.

5.4 Methodology

5.4.1 Under CAPP, the NGO is required to accomplish the following tasks:

- Preparation of Plan of Implementation Programmes (PIP).
- CAPP Activities at the Street Level.
- Conduction of Capacity Building Programmes such as Training Programmes, Seminars, Workshops and Orientation Programmes at various levels.
- Organization of Campaigns and Awareness Programmes.
- Planning and Development of IEC Materials.
- Preparation of Ward and City Action Plans.
- Promotion of policy reforms.
- Monitoring of CAPP activities and co-ordination with NGOs, PIUs and PMC, Technical and other Consultants.
- Promotion of inter and intra-personal communications at household, community and institutional levels.

- Promotion of Household Latrines (HHLs) and Sanitation and Promotion of Group Latrines with Individual Ownership for households with space problem.
- Documentation and Sharing of Experiences.
- Preparation of Periodic Reports, including Monthly and Annual Reports.
- City Level Conventions of Ward Level/City Level Committees.
- Conducting Cross Visits for various Stakeholders.
- Conducting Sustainability Monitoring Exercises at Ward/City Level.

5.4.2 In addition to the above, professional support and guidance will be provided to the PMU, PIUs, Design & Supervision Consultants and NGOs for the effective implementation of the HSH activities.

5.5 Plan of Implementation Programme (PIP)

5.5.1 In order to carry out CAPP in a planned and systematic manner, PIPs will be prepared. PIPs contain the details of the programmes to be conducted, time frame, the key actors, methodology and the inputs to be used. The main components of PIP will be:

- ▶ Programmes for capacity building and training
- ▶ Programmes for Awareness creation
- ▶ Planning the development and use of IEC materials
- ▶ Action plans for the project cities
- ▶ Coordination and Liaison for Policy Reforms
- ▶ Media plan
- ▶ Anticipated output
- ▶ Time Schedule for each activity and each programme

5.5.2 The PIP will be prepared and presented in the State Level Workshop to be organized specially for the review and examination of PIP. The officers of the PMU and PIUs, consultants, NGOs and other stakeholders will be invited to attend the workshop. Subsequently, the PIP will be finalised by incorporating the suggestions of the workshop and the same will be submitted to PMU for approval. Following will be the key issues that will be addressed:

- i) Identification of key areas of operation.
- ii) Creation of operationally efficient organizational structure.
- iii) Development of curriculum and manuals for training at various levels.
- iv) Time schedule for each activity and programme.
- v) Organization of training, workshops, seminars and orientation programmes.
- vi) Preparation of IEC materials.
- vii) Plan for monitoring of implementation of CAPP activities.
- viii) Indicators for monitoring.
- ix) Mass media plan for information dissemination and Multimedia campaigns.
- x) Role of stakeholders.
- xi) Baseline survey for the development of indicators and impact studies.
- xii) Conducting case studies

5.5.3 In addition, City Action Plans (CAPs) and Ward/Street Action Plans (WAP/SAPs) will be prepared in consultation with the PIUs and field level NGOs so as to facilitate effective implementation of CAPP activities.

5.6 Awareness, Capacity Building & Training Programmes

5.6.1 Capacity building is an important ingredient of CAPP. It aims at capacitating the target groups as well as the key actors to think and act decisively. It seeks to promote ability, capability, potentiality and competence of the stakeholders to carry out the CAPP activities effectively. It includes need-based programmes for diverse groups and purposes. This component includes:

1. Training Programmes
2. Campaigns
3. Workshops
4. Seminars, and
5. Convention

5.6.2 Training Programmes

- Training programmes will be organized to equip, empower and capacitate the following categories of functionaries to take on the task of implementing CAPP activities under RUSDIP:
 - ▶ Orientation programmes for elected representatives, MPs and MLAs
 - ▶ Orientation programmes for key officers of RUSDIP, UDD and other line departments
 - ▶ Orientation Programmes for elected representatives of municipal bodies
 - ▶ Orientation programmes for key officers of RUSDIP, UDD, municipal bodies and other line departments at the city-level
 - ▶ Training to Municipal service and line departments staff on O&M and project management
 - ▶ Training to Municipal service and Project staff on Project Monitoring
 - ▶ Training of Trainers for School Teachers and city level NGO personnel on Environmental Health, Sanitation & Hygiene
 - ▶ Training of Trainers on Traffic Management
 - ▶ Training of Trainers on Waste Management and Water Use
 - ▶ Training for Ward Committees and Citizen Associations on O&M
 - ▶ Skill Development Training Programmes for women and the poor, in potential areas
 - ▶ Training on project management for Team Leaders/Health Supervisors/Women Coordinators/Representatives of the City level NGOs.
 - ▶ Training on O&M for members of City/Ward/ Street Level Committees
 - ▶ Training for members of RWAs/Registered Mohalla Committees to carryout CAPP activities
 - ▶ Training on Communication to Resident Community Volunteers (RCVs)/Ward Health Facilitators (WHFs)

- In view of the important role the members of the RWAs/W/SLCs play in the implementation of CAPP activities, management and O&M of the project facilities, a comprehensive training module on CAPP will be designed for them. As the Community Based Organizations (CBOs), women groups, informal social leaders and teachers exert considerable influence on the urban communities, these too will be involved in the training programmes. Thus, training programmes will cover elected representatives, officers of the RUSDIP and line departments, the members of city level NGOs, CLCs, W/SLCs, CBOs, *Mahila Mandals* and the informal leaders.
- WHF, if and when appointed, will be an important and key functionary at the grassroots level. S/he has a vital role to play in the project implementation. Being a local person, s/he enjoys enormous clout among the communities. S/he has a decisive part in promoting community participation in project activities. Therefore, greater importance shall be given to the training and orientation of WHFs. The PIUs will be actively involved in these programmes.

5.6.3 Workshops

- With a view to catering to the specific needs of the CAPP components, several workshops will be conducted. Resource persons and experts will be involved in these programmes.
- For effective implementation of CAPP, the co-operation of other project partners and stakeholders is called for. For, orientation to the stakeholders on the component of CAPP is needed. Therefore, a five-day state level foundation workshop will be organized and the officers of PMU, PIUs, functionaries of NGOs and representatives of the apex consultancy groups will be invited to attend. The same may be used for preparation of PIPs for CAPP activities and programmes.
- There is a need to converge and synchronize the views and opinions of the different interest groups and stakeholders on the development of IEC materials and hence, two IEC workshops will be conducted for the development of IEC materials. These will include posters, handbills, folders, banners, publicity boards, folk songs, ads in news papers/TV, note book labels, etc. Schools/vocational institutions/NGOs/Religious institutions/Charitable institutions/Cooperatives/Youth and Women Clubs/Government departments will be actively involved.
- In order to develop effective and meaningful curriculum for health, hygiene & environmental sanitation education to schoolchildren, two state level workshops will be organized. These involve eminent educationists, health experts, environment specialists, educators and communicators.
- Further, two workshops will be organized to orient the folk artistes on CAPP and motivate them to present the region-specific and culture-centred programmes in the project cities.

- The members of Parliament, Legislative Assembly, ZPs and Municipalities/Municipal Corporations enjoy enormous clout in their respective areas. They are capable of influencing the popular opinion in their respective constituencies. In view of this, workshops will be organized for them to provide necessary orientation on CAPP. Therefore, workshops will be organized in all six-project cities and the members and officers of the ZPs and Municipalities will be invited to attend these.

5.6.4 Seminars and Orientations

- Several seminars and orientations will be organized on various facets of health, hygiene and sanitation. These programmes, to be organized at street and ward levels, for CBOs, women groups and children, involve the participation of major stakeholders including NGOs, PIUs and consultants. These programmes will be designed to help to enhance the understanding of the project and evaluate critically the CAPP activities.

5.6.5 Environment Building

- This is an extremely important part of the CAPP campaign, where mass mobilization takes place through a multifaceted communication strategy, which creates the right environment and enthusiasm for participation in project activities. The success of the campaign depends to a large extent, on the effectiveness with which all sections of society are mobilised. The basic objective will be to generate demand for environmental facilities. Environment building includes mobilization of public opinion, creation community participation, sensitizing educated sections of the community and mobilizing and motivating people to participate in project activities. Several media will be utilized and these include folk art forms, jathas, street plays, nukkad natak, bhajans and kirtans as also padayatras, literacy walls, etc. Following activity could be organized to sensitize the community few are as follows:
 - Organization of small group meeting in each mohallas with the help of RWAs/local CBOs/NGOs
 - Organization of cultural eve near by each project sites containing project information
 - Issue of Public appeals in news papers regarding issues concern
 - Broadcasting specially produced jingles on various issues related to project on FM
 - Telecast specially prepared video jingles on various social issues
 - Organization of exhibition containing project related IEC material to make them Understand

5.6.6 Conventions

- City level WLC conventions of two-day duration will be organised and representatives of the RUSDIP, CLCs, WLCs, NGOs, consultants and the Government line departments will attend these. These conventions will provide an effective platform to the members of the WLCs to ventilate their views and opinions freely and exchange their experiences concerned with the project and its facilities. The convention throws open the dimensions of

the O & M of the project facilities and the health awareness being created as a result of CAPP activities. It helps the participants to learn from each other and also explores the avenues and strategies for proper use and maintenance of the assets for long-term sustainability. Further, a State level convention will be organised with the involvement of all stakeholders.

5.7 Information, Education and Communication

5.7.1 Development of IEC Materials

- IEC plays a vital role in influencing the attitudes and behavior of the people. IEC material furnishes desired information, imparts education and communicates right information to produce a desired change. In the arena of health and sanitation, IEC has a predominant role to play. Therefore, all out efforts will be made to design effective, meaningful and creative material for use in the project cities. For, the existing IEC literature in similar projects will be reviewed and experts in the field will be consulted while preparing the IEC materials for the project. In this connection, two workshops will be organised for the development of the prototype IEC materials. The professionals to be involved in the IEC programmes include representatives of the Government, resource persons, artists, writers, photographers, health education experts and functionaries of NGOs.
- The IEC materials prepared in the workshops will be pre-tested among the individual households and groups in the two project cities. The prototype IEC materials produced in these workshops will be reviewed and revised by an expert committee constituted with eminent media personalities. The finalized the prototypes of materials will be printed and distributed. Accordingly, scripts for video films and audio cassettes will be prepared.

5.7.2 IEC Materials to be produced

- Prototypes of IEC materials will be prepared keeping in view the need and relevance factors. Wall paintings will be prepared so as to spread the message on health, environmental sanitation, waste disposal, water use, traffic behaviour and HHL. A flipbook containing key aspects of CAPP will be prepared, for use by the NGO personnel at grassroots level in the cities. Posters will be designed to herald the message on diverse aspects of Project. Folders will be prepared appropriately on these issues. Stickers will also be prepared. To educate children on health, hygiene and environmental issues, a set of book-labels will be designed. Video films will be produced to create and sustain interest and enthuse participation of the people in the project activities especially CAPP and O&M of project assets. TV spots and cinema slides will also be produced. A poster cum calendar will be developed to keep the interest in the project constant.

5.8 Dissemination

5.8.1 The CAPP messages will be disseminated in all the project cities through various means and materials. These are:

- a) Interpersonal Communications through house visits and group meetings.

- b) Display of IEC materials, screening of video films and discussion on CAPP issues in the meetings of WLCs, CBOs and Mahila Mandals.
- c) Wall paintings will be done in prominent places, in all project cities.
- d) Film shows on CAPP through communication vans, with the involvement of the Department of Publicity, Government of Rajasthan.
- e) Telecast of TV spots on CAPP through Doordarshan/local TV networks.
- f) Mini exhibitions in the wards of all the project cities using the photo exhibits.
- g) Slide shows in cinema theatres in all project cities.
- h) Video films through cable TV, wherever feasible.
- i) Video films in-group meetings using TV & VCP/ VCR in project cities.
- j) Folk Media Programmes in all project cities.
- k) Use of IEC materials in the training programmes for WLC/SLC and in orientation programmes for the members of Parliament/Legislative Assembly/Municipalities/ZP and officers of RUSDIP, Line Departments and Municipal Bodies and Personnel of NGOs.
- l) Field visits, Meetings and Inter Personnel Communications through house visits by the WHFs, field functionaries of the NGO and the members of the CAPP Team.
- m) Display of Posters, Tin Plates in all project cities.
- n) Distribution of manuals for WHFs and WLCs in all project cities.
- o) Arranging mini exhibitions in the health camps and school sanitation programmes.
- p) Distribution of Folders during Group Meetings / IPC and Stickers to beneficiaries.
- q) Exhibition of IEC materials during special programmes/on special occasions including the festivals, fairs, exhibitions etc., which may be held in project cities.

5.8.2 As regards posters, special care will be taken to make them effective messengers of information. An idea is ephemeral. Its longevity and popularity depend not only on its inherent strength but also on the kind of propaganda that supports it. This is especially true in the society that we live in today, where advertisement ensures success. The efficacy of the campaign relies on the dissemination of the very idea of environmental well being. It is in this context that posters become an important means of communicating with the large number of illiterate people in India. Posters combine an easily assimilated visual image with a small text, message or slogan that can be read out to them or which they can guess at by looking at the visual. The use of familiar objects in these posters helps them identify themselves with the idea. It is this vital role that posters play which CAPP intends to use. The combination of text and visual image will help inform, reflect and transform public opinion. Posters will be used to focus on women empowerment, an issue that occupies centre-stage in the present social context. An issue which recognizes the need to integrate women into the developmental process not only because women make up half of the population but also because women are the first teachers that a child encounters and thus, it is she who controls the family's attitudes. A woman being integral to all social, religious, economic and cultural

structures makes awareness among women an essential ingredient for the basic alleviation in the physical standard of living. She will be motivated to not only command her own life but also influence, affect and change other people's lives.

5.9 Mass Media Approaches

In order to make dissemination effective, the following mass media approaches will be adopted:

- ▶ Video film shows through communication vans of the Department of Information, Government of Rajasthan.
- ▶ Telecasting of health messages on Doordarshan/Cable Network
- ▶ Exhibitions using photo exhibits
- ▶ Cinema slides
- ▶ Video films through cable TVs
- ▶ Folk programmes
- ▶ Press releases
- ▶ Wall paintings
- ▶ Display of wall posters and dos and don'ts charts
- ▶ Distribution of audiocassettes to NGOs.

5.10 CAPP at Street/Ward and City Level

5.10.1 CAPP intervention targets the entire community of each project city. However, the primary focus will be on women and children, especially in slums. The elements of the intervention include:

- House Visits
- Interpersonal Communications
- Orientation and Training to RWAs/CBOs
- Training to Members of WLCs
- WLC Meetings
- Mothers'/ Women Groups Meetings
- Meetings of Street Level Committees
- Intensive use of IEC materials
- Special Campaigns for Environmental Sanitation
- Special Campaigns for Solid Waste Management
- Special Campaigns for Traffic Management
- Health Check-up Camps
- Shramadans (Voluntary Labour for Social Good) for Street/Ward Sanitation
- Environmental Sanitation Education Programmes for School Children
- Holding Jathas/Rallies to Create Awareness among the general public
- Organizing Prabhathperis
- Video Film Shows on CAPP through cable TV and VCRs

5.10.2 The city level NGOs will be required to carry out these activities on a continuous basis in all the project cities, under the guidance of State Level NGO/Lead NGO. The field level functionaries will be offered professional

guidance and support to carry out these activities in an effective manner. They will be given manuals and guidelines for carrying out these activities. Their activities will be monitored regularly. The user-communities will be made to realize the importance of safe-water-for-drinking and the need for environmental sanitation facilities for better health and quality of life.

5.10.3 House Visits

During their house visits, the Ward Health Facilitators (WHFs) and the Field personnel of local NGOs use the technique of Inter Personal Communications (IPC) to create awareness and motivate people's participation in the CAPP activities. The flipbook, folders and other IEC materials will be used extensively during inter personal communications.

The city communities, especially those in slums, will be educated on personal, family, food, and community hygiene, waste management, traffic safety, fire fighting and sustainable management and use of project facilities. Besides, awareness will be created through conversation, deliberation, discussions, parleys, confabulations and persuasions on issues and problems concerning health, hygiene and sanitation. These issues include:

- Household/Street sanitation
- HHL – Importance, Construction and proper Use & Maintenance
- Water borne and faecal-borne Diseases
- Better water handling practices
- Hygiene practices - personal, family and community
- Payment of water tariff
- O&M of water supply system and project facilities
- Safe disposal of solid wastes and waste water
- Importance of community participation in city/neighbourhood environment and sanitation
- Role of women and children in environmental sanitation
- Use and maintenance of sanitation and habitat development facilities
- Importance of Shramadan

These crucial issues will be touched often at the meetings with the households so as to enable the participants to understand and appreciate the changes contemplated under the project. The technique may prove to be very effective in motivating the households especially women folk on the acceptance of health and hygiene practices for a quality life.

House visits help to develop good rapport, which is highly essential for selling the project, that too in the initial stage, among the masses. The personal rapport and understanding developed through these visits will enhance the acceptance of the project and increase their participation in its activities. It also helps to remove misconceptions among them. However, the issues for discussion depend on the need and situation in the household.

5.10.4 **WLC Meetings**

The WLCs are, in fact, to be transformed to be the owners of the project. They are to be prepared to manage and shoulder the responsibility of O&M of the project assets. They are the forums for greater interaction among the urban folks. Therefore, concerted efforts will be made to keep them well informed of CAPP activities.

The WLCs will be oriented, as they will be eventually going to own the scheme, on the various aspects of CAPP, their role, importance of water supply and environmental sanitation, strategy and action plans for improving environmental sanitation situation in their areas and so on. CAPP will be made a permanent item on the agenda of the meetings held at regular intervals. In the meetings, progress, roles and responsibilities of WLCs in the use and maintenance of project assets and community sanitation will be the major items in the agenda.

5.10.5 **Orientation to Resident Welfare Associations and Community Based Organizations (RWAs/CBOs)**

RWAs and CBOs have come to assume a greater role in the comity of communities. They enjoy considerable influence in the communities. Their involvement in the project, especially in CAPP will be a crucial factor. Therefore, it is necessary to orient them.

Project cities have CBOs such as Mahila Mandals, Self-Help Groups, Yuva Mandals, Mahila Swasthya Sangha (constituted by the Department of Health) and several other types of organizations.

They will be given orientation on RUSDIP, its objectives, importance and their role in carrying out CAPP activities under the project. The purpose of this orientation will be to involve them in the awareness activities and motivate the urban dwellers to demand for the facilities of the project. As a result of orientation, the involvement of CBOs is expected to increase in CAPP significantly.

5.10.6 **Mothers'/Women's Groups Meetings**

Women are one of the important focus groups. With out their involvement, the project may not produce desired impact. As they exert enormous influence on families, CAPP will lay stress on them. Emphasis will be placed on their organization and education. Folders will be prepared exclusively for women groups, outlining their roles and responsibilities in the project.

Meetings of women/mothers will be organized on a regular basis to discuss issues and problems concerning health, hygiene, sanitation, O & M and sustainable management of assets. The WHFs attend these meetings and explain the important aspects of CAPP such as household & food hygiene, importance of HHL, proper water handling practices etc. Women groups will be encouraged and supported to form self-help groups. They will be assisted to take up income generation activities, by providing necessary training. Formation of street level committees with women is expected to

produce better results in terms of community participation and health awareness among communities in the project cities.

5.10.7 Special Campaigns

In the initial stages, people may tend to show reluctance to accept and participate in the project activities. They may have their own reservations about the project interventions. Therefore, concerted efforts will be made to motivate the participation of the urban communities by creating awareness on the project.

Special campaigns will be conducted to educate the people about the benefits of the project. Campaigns will address the CAPP objectives and create awareness among the general public.

People may not be willing to accept HHL for reasons such as lack of space, poor economic condition, scarcity of water, unfavourable soil structure, rocky base etc. Special campaigns will, therefore, be organised to persuade the families to take up HHL construction.

Special Campaigns involve city level NGOs, PIUs and State Level NGO. During the campaign, house-to-house visits will be conducted to motivate the households, to go for HHL construction, proper waste disposal and to participate actively in project activities. The participation of women and children will receive greater attention.

In areas where the motivation is low, regular IPCs and video film shows will be organized periodically to create interest in sanitation. Jathas and Prabhat Feris will also be as part of the campaign.

5.10.8 Health Camps

As part of CAPP and as an entry-point activity, Health Camps will be organised in project cities, with the involvement of PIUs, local NGOs and WLCs. Eye camps, general health check-up camps and women health camps will be organised. Child Shows will be organised. The WHFs and Field Workers of the NGOs use these camps to educate the masses on the importance of personal hygiene, sanitation and advantages of HHL.

5.10.9 Shramadan

Shramadan, i.e. voluntary labour, will be organised to clean the streets, drains and water logging points in wards/cities with the active participation of the community. This activity may contribute to community sanitation on the one hand and social harmony on the other. It may proved to be an effective tool for involving the communities in the activities that contribute to a better living. The participation of women and children will be encouraged.

CBOs, Youth clubs, WLC members and School children will be actively involved in these programmes. The present general opinion is that “the city cleanliness work is solely the task of Municipality”, and this opinion will be modified and removed.

Citizens will be made to gradually realize the real concept behind the Shramadan. Programmes will be designed in such a way that there would

be the development of 'we' feeling and the zeal to raise to the occasion for 'owning the project assets' among the participants in general and women, children and the members of the WLC in particular. They will also begin to realize that it is their responsibility to maintain the city cleanliness.

5.10.10 Meetings of Ward and Street Level Committees

In order to ensure protection and maintenance of the project facilities, such as sewerages, drinking water taps, drainages, and dustbins, street level committees and ward level committees will be formed. The street level committee comprises the user households while the households residing within the jurisdiction of a ward form a ward level committee. These committees meet periodically and discuss about the proper use of the facilities in their respective streets/areas. These committees will be motivated to involve in the mobilization of water tariffs and maintenance of sanitation and vigilance of the use of project facilities.

5.10.11 Meetings of Resident Welfare Associations-RWAs

In order to seek sustainability of constructed project assets involvement of community in general is quite critical and important. As a tested tool in the first phase the involvement of RWAs in implementation of CAPP activities is quite effective and practical. The RWAs are having fair amount of social influence on the community and due to this they also rely the activities conducted by them. Considering this while organization of CAPP activities in the city involvement of RWAs of that are should be encouraged which can be develop as a alternative body in future to take up CAPP activities even after exit of CAPP

5.10.12 Jathas/Rallies

Jathas (Marches) will be conducted in project cities to create awareness on sanitation and hygiene practices and other project benefits. These Jathas usually comprise a rally of people shouting slogans and carrying placards inscribed with messages on RUSDIP. In these Jathas, members of SLCs, WLCs and CBOs, women and school children participate. Jathas will be used primarily as a tool to create awareness among the general public.

5.10.13 Prabhatperis

Processions comprising mainly of students will be organised to highlight the RUSDIP interventions in the project cities. This activity helps to motivate not only the participating children but also their families and the general public towards healthy life.

5.10.14 School Sanitation campaign for School Children

With a view to creating awareness on sanitation among the households including children, a variety of programmes will be initiated. Special lectures and traditional discourses on health and sanitation and on project will be arranged. Morchas will be conducted and door-to-door campaigns will be held. Competitions and contests will also be organised.

Schoolchildren in project cities will be given sanitation and traffic education. The module of sanitation and education will include personal and

community hygiene, water and faecal borne diseases, their control and preventive measures, HHL and sanitation, traffic behaviour, fire safety and water use. Availing the classroom situation with the co-operation of the teachers in schools, the WHFs and Field workers of the local NGOs take sessions on various aspects of the project and create awareness among the pupils/students.

In this direction, several competitions will be conducted. These include Essay writing, Oratory, Quiz and Drawing/Painting, etc. Winners will be awarded prizes. In addition, campaign days will also be conducted. Respective PIUs and State level NGO will monitor these activities as per the guidelines issued by the PMU.

This activity helps the empowerment of children with the knowledge of the need for and use of safe water and improved sanitation for better environment and healthy living. It encourages school children to inculcate better hygiene habits and maintain a cleaner environment in the school, household and also neighborhood. It also facilitates community participation in water and sanitation activities, since children act as catalytic agents. It also helps them to imbibe civic consciousness.

5.10.15 **Organization of Water Connectivity Camps:**

Appreciating the fact that the long term success of the project largely dependence on the willingness of local communities to sustain improved services and facilities provided by the project, Community action and participation program has been designed as an integral part of RUSDIP with objective of fostering greater awareness and involvement of the communities for participation in all aspects of decision making.

As we all are aware that to provide potable drinking water to the community of these selected towns in co-ordination with the line agencies is one of the most challenging tasks of the project. Considering the past experiences regarding non revenue water and lavishly use of most precocious and scared drinking water an awareness campaign would be organized to minimize the use of non revenue water and increase in the revenue of line agencies.

In this context to make the community aware and educate about the water conservation an integrated awareness campaign would be implemented in all the project cities. The objectives of mentioned campaign are as follows:

5.10.16 **Objectives:**

- To make the community aware about the benefit of improved and dedicated newly constructed water supply system.
- To make the community aware about the water conservation.
- To make the community aware about the various rain water harvesting techniques.
- To provide all necessary facilities for taking water connection under one roof in the reach of community.
- To share project information's for larger community involvement.
- To sort out community grievances at their door step.

- To promote use of better qualities of ferules & pipes to reduce water loses.
- To mobilize community for judicious use of water.
- To have better coordination between GO-RWAs-CBO-NGO.

To achieve above mentioned objectives series of various awareness activities will be implemented in all the project cities and especially in the locality where new sub project of water supply being implemented by the RUSDIP.

❖ **Organization of awareness Campaign**

The awareness campaign will be containing following activities:

➤ **Organization of IEC campaign**

To make the community inform and aware about any new project is a prerequisite for successful implementation of awareness campaign. Considering these objectives following activities will be carried out to achieve the said goal

- Preparation and distribution of informatory leaflets containing project information to give the insight about the project
- Facilitate to publish relevant information in local edition of all leading newspapers in 15 project cities which can provide brief outline about the project
- Installation of informatory hoardings containing information related to project at each construction site
- Use of cinema slides containing educative messages on water conservation, save water and role of community in effective operation and maintenance of created assets for the sustainability
- Design and development of various kind of IEC material to make the community aware about the said issues and display at the various common points in the locality
- Organization of cultural eve in various identified location to make the community aware through various educative cultural performances like puppet show, street play, local folk song etc.

➤ **Organization of small group meetings**

The sustainable awareness generation process is a quite regress process and will take sufficient time. To make the community aware about the newly constructed water supply sub project, community benefits from the project, their responsibilities for sustainability of the project will be shared and discussed with them in a series of regular meetings. Initial meetings purely dedicated to development of trust towards the project and understanding about the project

➤ **Formation of Groups (water management groups-WMGs)**

After organization of series of small group meetings understanding among the citizens of particular locality will be developed and among them few members are start showing their keen interest for this noble cause voluntarily. At this stage WMGs will be formed in each locality of sub project for better and effective implementation of the project. These groups will be assisting to the line agencies in following way

- to make the other members of community aware about the proper use of drinking water and prevent wastages

- Spread health education to avoid health consequences which are mainly caused due to lack of personnel hygiene and sanitation
 - To identify and train a volunteer who can act as a Jal Mitra in the concern vicinity and take the responsibilities of sustainability in that particular locality
 - to keep watch on leakages and other damages of water supply system and informed immediately to the concerned line agencies for remedies
- **Organization of school campaign**
- **Organization of Rally**
- **Identification and capacity building of Resident welfare Association (RWAs)**
As per past experience Resident Welfare Association is playing key role in all awareness activities in the different localities. These RWAs are having very good social network in their vicinity and are also involved in such kind of activities. To use available strength of the community, established RWAs will be identified and their capacity will be developed to take up such kind of activities.
- **Involvement of NGO/CBOs**
- **Organization of Water connectivity Camps**
Completion of water supply project, commissioning of the scheme will be prime objective of the all stake holders. In order to provide benefit to the community to who project have been meant. Considering the fact RUSDIP under its water Supply, rehabilitation and expansion sector is committed to provide drinking water to citizens of the fifteen project towns. In this context it is envisaged that awareness camps to spread awareness among the people, mobilize the people for active peoples participation various CAPP activities are to be designed and implemented. The CAPP activities would be undertaken at different stages of the project implementation. Awareness activities are proposed at initial and near completion of the water supply packages under these activities community, line agencies, stakeholders, RUSDIP, IPMC/DSC staff will be oriented through brain storming, street plays, IEC materials, rallies, print and electronic media and various workshops and training programme. The topics would cover highlights of RUSDIP works, water conservation, willingness to pay water charges, advantages and disadvantages of various type of pipes used in water connection, rules and regulations for taking water connection.
After completion of water supply package camps for water connections would be organized in association with the line agency in the benefited area. During the camps community would be motivated to take legal water connections from the distribution pipe lines, formalities in taking water connections would be facilitated to the community at the camps. Follow up action would be taken after camps for further motivation and encouragements of community for taking legal water connections. Water user group will be formed from community based organizations for sustainability, proper use and maintenance of the facilities created by the RUSDIP.

All line agencies would be coordinated in order to get rid of lethargic procedures & community would be benefited. It's established that no water supply scheme is sustained without involving community for that scheme. Coordination with PHED, ULBs, RWA's & local formal –informal leaders would be made to ensure smooth implementation of the programme. Local MLA of the area & Corporator of the area will also be involved to make residents inspired to participate for common cause.

➤ **Organization of sewer connectivity Camps:**

It is observed that after completion of project will be handed over to the concerned line department. Considering lack of resources they can not able to organize such kind of CAPP activities to make the community aware about the disadvantages of mishandling of project facilities. The overall objectives of project only fulfill when community started getting benefit out of it. The most of the newly laid sewer system projects are to be completed and handed over to the line agencies. But in most of the cases benefits to the ultimate beneficiaries whom project was conceived were not reached due to lack of awareness. In order to increase sewer connectivity coverage in the slums area of cities various awareness campaigns have to be organized by CAPP.

Considering such situation to make the community aware about such practices water connectivity camps were organized and on the spot legal water connection were issued to the beneficiaries this will leads:

- Promotion of legal sewer connectivity to avoid mishandling with the sewer lines.
- Increase revenue of government.
- Stopped illegal tapping and vandalism
- Prevent stagnation of water pools and bad odor
- Prevent environment pollution and other health hazards due to stagnant water etc.

After completion of laying of sewer line project CAPP unit will initiate organization of sewer connectivity camps in the area. The various line agencies will be coordinated and in consultation common agreed dates will be announced for sewer connectivity camps. In consultation with community representatives common public place for organization of such camps will be identified and finalized.

➤ **Distribution of Informatory Handbills**

To make the community informed about the dates, venue, timing, detail of documents required, financial obligation related to sewer connectivity camps will be designed and distribute to the concerned locality to maximize the coverage and will lead to enhance the knowledge of community about the formalities of sewer connectivity.

➤ **Organization of camps at public place**

In consultation with the community common approachable place like premises of school, community centre will be identified for organization of such camps. The identified proposed place of such camps should be undisputed in all manners.

➤ **Ensure availability of all stake holder under one roof**

The key of success of every camp will be hassle free procedure and functioning of work. Considering this fact we tried, to ensure availability of all stakeholders under one roof like officer from development Authority, Nagar Nilgam, Public Health Engineering Department, stamp vender, photocopy person etc. so that all the beneficiaries will get required facility under one roof and get his connection in a very healthy environment which leads community to think about the project even after benefited. This may lead sustainability of the project.

➤ **Follow-up and repeat camps**

To ensure 100 % connectivity CAPP will conduct household survey and repeated Camp will be organized to cover left out households. It may possible due to out of station, financial crisis or any other problem he might have not turned up during first camp.

➤ **Income Generation Activities**

Based on need, feasibility and potential assessment in the project cities, appropriate income generation activities will be initiated to help the poor among the target groups. The existing Government schemes and programs may also be used. The formed SHGs as well as various users groups, RWAs, CBOs, committees are the potential partners for income generation activities. The CAPP will initiate such kind of programs for economic sustainability of

➤ **Organization of awareness generation and prevention campaign related to HIV/AIDS at each construction site**

5.10.17 Co-Ordination and Monitoring

➤ **Co-Ordination**

Top priority will be accorded to the co-ordination aspect. Co-ordination with the stakeholders i.e., PMU, PIUs, field NGOs and apex consultants will be ensured by introducing appropriate mechanism. The State Level NGO, i.e., Lead NGO will co-ordinate CAPP programmes by giving necessary advice, support and assistance and by attending the meetings convened by the PMU, PIU, Project Management Consultants, NGOs, City Level Co-ordination Committees (CLCCs) and through ward visits and participation in various CAPP activities conducted at district, taluk and ward/street levels. Review and co-ordination of implementation of CAPP activities will be done through the following:

5.11 State Level

- ▶ Participation in the Review Meetings for the Consultants and NGOs, conducted by PMU.
- ▶ Participation in the City Level Review Meetings held by City Level Committees (CLCs) and Investment Project Implementation Units (IPIUs).

- ▶ Holding Meetings of the Team Leaders / Supervisors of the City level NGOs.
- ▶ Monthly meetings of the Community Liaison Officers (CLOs) and Core Team of Lead NGO.
- ▶ Participation in the State Level Review Meetings of the PMC and PMU for Team Leaders of field level NGOs and IPIUs.
- ▶ Monthly Progress Reports of the NGOs.

5.12 City Level

- ▶ Monthly Review Meetings of all the stakeholders convened by PIUs.
- ▶ Ward Level Committee (WLC) Meetings, convened by the WLCs.
- ▶ Monthly Staff Meeting of NGOs.

5.13 Peripheral Level

Functionaries of the NGOs will carry out specific activities. These included Inter Personal Communication (IPC), VWSC Meetings, Mothers' Meetings, orientation to community based institutions, health camps, special campaigns for HHL, sanitation education to school children and so on. These activities were reviewed and co-ordinated by way of visits and field observations.

➤ **Monitoring**

Greater stress will be laid on monitoring the implementation as well as the impact of CAPP programmes at various levels.

➤ **Implementation Monitoring**

The implementations of various CAPP activities will be monitored by the CAPP Management consultants, i.e., lead NGO, through:

- ▶ Review of Activities
- ▶ City/Ward/Street Visits
- ▶ Discussions with the CLC/ WLC/ SLC, Officers at the State/City level and Consultants in the Project
- ▶ Participation in different City level CAPP Activities
- ▶ Conduct of Case Studies
- ▶ Documentation of Experiences and Lessons Learnt
- ▶ Preparation of Monthly Progress Report
- ▶ Preparation of periodic reports, thematic reports and activity reports.

➤ **Impact Monitoring**

The lead NGO team will monitor the impact of the CAPP through:

- ▶ Field visits
- ▶ Participatory observation of the use and the maintenance of the project facilities
- ▶ Discussions with Field personnel of the NGOs and
- ▶ Discussions with the communities/households in the project cities.

➤ **Sharing of Experiences**

The experiences on the implementation of CAPP activities will be shared through:

- ▶ Review Meetings at State, City and Ward levels.
- ▶ Training programmes at different levels conducted under CAPP and other components.
- ▶ Circulation of monthly progress reports among all the agencies/stakeholders.
- ▶ Visit to the project areas-both successful and problematic.
- ▶ Publication of a in-house news letter.

The lead NGO provides inputs for continuous strategic supervision and documentation of lessons. It will be responsible for monitoring the effective implementation of CAPP activities and assessing their impact in bringing about the desired change in the behavior pattern among the city dwellers. With the support of the field level NGOs, lessons learnt will be documented in the form of success stories, case studies and reports and the strategies will be revised accordingly wherever necessary.

These users groups and efforts will made to coordinate such kind of activities as a regular feature of the society.

5.14 REPORTS AND DOCUMENTS

5.14.1 Documentation

Documentation provides opportunity for retrospection and offers lessons for future planning and action. Therefore, documentation of the progress, experiences, problems and achievements in the form of reports, write-ups and papers will be given utmost importance. The changes noticed in the field will be recorded meticulously. Strategies will be redesigned, techniques redeemed and methodologies overhauled, from time to time, in the light of the experiences and feedback.

Due care will be taken to ensure that the reports, besides being relevant, will be informative, both qualitatively and quantitatively.

In order to facilitate easy and unhindered flow of information from the field level NGOs to the apex consultants and the government, appropriate report formats will be designed.

5.14.2 Reports

The following reports will be prepared and submitted to appropriate project authorities:

Reporting Requirements

S. No.	Description of deliverables	Period
1.	CAPP plan including strategy, approach, implementation and action plan(Inception Report)	
•	Preparation & Submission Draft CAPP Plan	First Month

COMMUNITY ACTION PARTICIPATION PROGRAM (CAPP)
INCEPTION REPORT

•	Preparation & Submission of Final CAPP PLAN.	Second Month
2.	Identification and submission of list of local NGOs for all Towns	Second Month
Submission of CAPP activities list-Design and implementation		
3.	Draft list of CAPP activities Design& implementation for all towns	Second Month
•	Final List of CAPP activities Design & implementation for all towns	Third Month
4.	City CAPP activities completion Reports	Within 14 days of completion of activities
5.	Others Reports	As as required within 15 days
9.	CAPP Exit Strategy	54 th Month
10.	Overall CAPP Impact Report	66 th Month

There will be quarterly Review of the program.

CHAPTER - 6 FINANCIAL PLAN



FINANCIAL PLAN

COST ESTIMATES

Summary of Costs		
LOAN No. 2366-IND		
<u>COMMUNITY ACTION PARTICIPATION PROGRAMME (CAPP) – CONSULTANTS</u>		
For Rajasthan Urban Sector Development Investment Program (RUSDIP)		
Components		Bid Price (INR)
(A) Competitive Components:		
Remuneration		37224000
Out of Pocket Expenses		11604000
Sub Total (A)		48828000
(B) Non - Competitive Components:		
Provisional Sum	(i) Office equipments	2000000
	(ii) Surveys and Investigations	1000000
	(iii) Workshops and seminar	1000000
	(iv) Capacity Building / Training/ IEC activities	2500000
	(v) Miscellaneous Travels	100000
Total Provisional Sum		6600000
Contingencies		5000000
Sub Total (B)		11600000
(C) CAPP Activities		7503000
Grand Total (A+B+C)		67931000
(In Words Rupees Six Crore Seventy Nine Lakh Thirty One Thousand Only)		

RAJASTHAN URBAN SECTOR DEVELOPMENT INVESTMENT PROGRAM (RUSDIP)
CAPP Activities

S. No.	Name of Activity	Quantity	Unit Cost	Total Cost (INR)
Provisional Sum				
1.	Survey & investigations	LS	LS	1000000
2.	Workshops & Seminars	LS	LS	1000000
3.	Capacity Building/Training/IEC activities	LS	LS	2500000
4.	CAPP Activities	LS	LS	2400000

RAJASTHAN URBAN SECTOR DEVELOPMENT INVESTMENT PROGRAM (RUSDIP)

Travels (OUT-OF-Pockets Expenses)

SN	<u>Description</u>	Unit	Quantity	Rate (INR)	Amount (INR)
Local Travel					
1	Vehicles (Four wheeler) for project area movement of Key Personnel	Per Vehicle Month	72	20000	1440000
2	Vehicles allowance for Support Staff (in addition to ACOs provision of conveyance allowance for COs has also taken into consideration.)	Per Man Month	1020	1500	1530000
Out Station Travel -					
1	Key Professional	Per Trip	1050	600	630000
2	Support Staff	Per Trip	600	300	180000
Grand Total					3780000

RAJASTHAN URBAN SECTOR DEVELOPMENT INVESTMENT PROGRAM (RUSDIP)
Housing & Per Diem (Out-of-Pocket Expenses)

S. No.	Name & Position assigned	Unit	Quantity	Rate (INR)	Amount (INR)
A	Housing allowance				
1	Team Leader/ Community Development Expert	months	72	3000	216000
2	Communication Expert	months	72	3000	216000
3	Resettlement and Social Development Expert	months	24	3000	72000
4	Training Specialist	months	6	3000	18000
5	Intermittent Expert (Envoiremental/Health)	months	12	3000	36000
6	Community Officer - 2 X 60	months	120	3000	360000
7	Assistant Community Officer - 15 X 60	months	900	2000	1800000
8	Office Manager/Accountant	months	72	2000	144000
9	Computer Operator - 1 X 72	months	72	2000	144000
	Sub Total (A)		1350		3006000
B	Per Diem Allowance (Out of Headquarter)				
1	All Key Personnel	days	600	1000	600000
2	Support Staff	days	360	500	180000
	Sub Total (B)		960		780000
	Grand Total (A+B)				3786000

RAJASTHAN URBAN SECTOR DEVELOPMENT INVESTMENT PROGRAM (RUSDIP)
Office Operation & Maintenance
(Out-of-Pocket Expenses)

Description	Unit	Quantity	Rate (INR)	Amount (INR)
Office Operation and Maintenance - Core Unit (1)	Lump sum	72	15000	1080000
Office Operation and Maintenance - City Units (15)	Lump sum	900 (15 X 60)	2500	2250000
Total			17500	3330000

<u>RAJASTHAN URBAN SECTOR DEVELOPMENT INVESTMENT PROGRAM (RUSDIP)</u>					
Office Operations and Maintenance (All office expenses, office rent, Furnishing, Q& M, watch & ward, Documentation, Stationary, cleaning, Phone and fax bills, internet charges, Electric and water charges, Office Supplies, Support Staff)					
Core Unit at Head Quarter	lump sum/ month	INR	15000	72	1080000
City Units in 15 Towns (60 X 15)	lump sum/ month	INR	2500	900	2250000
	Total			972	3330000

RAJASTHAN URBAN SECTOR DEVELOPMENT INVESTMENT PROGRAM (RUSDIP)**Communications (Out of Pocket Expenses)**

SN	Description	Unit	Quantity	Rate (INR)	Amount
Communication Charges					
1	All Key Personnel	Man Month			
	Team Leader/ Community Development Expert	72	1	1250	90000
	Communication Expert	72	1	750	54000
	Resettlement and Social Development Expert	24	1	750	18000
	Community Officer - I	60	1	500	30000
	Community Officer - II	60	1	500	30000
2	Support Staff (Technical)	Man Month			
	Assistant Community Officers - (15 X 60)	900	15	500	450000
	Office Manager	72	1	500	36000
	Total				708000

RAJASTHAN URBAN SECTOR DEVELOPMENT INVESTMENT PROGRAM (RUSDIP)
Documentation (Out-of-Pocket Expenses)

S. No.	Description	Unit	Quantity	Amount (INR)
Documentation Work				
1	Preparation & Submission of Draft inception report and draft design of the Comprehensive CAPP Framework within 30 days of Contract inception providing work plan.	LS	1 Job	2000
2	Preparation & Submission of Final Design of the Comprehensive CAPP Framework and Final inception report.	LS	1 Job	2000
3	Preparation & Submission of draft policy and strategic Approach Paper on Community Participation in Urban Areas will b submitted within three months of contract inception, and a draft final report, which incorporates the comments and suggestions of the Government, will be submitted within 30 days of receipt of comments from the PMU.	LS	1 Job	2000
4	Preparation & Submission of Monthly Progress Reports will be submitted by the tenth day of each month. These will provide a brief summary of activities taken up, progress achieved and problems encountered during the preceding month.	LS	1 Job	2000
5	Preparation & Submission of Quarterly Progress Reports which provide detailed assessments of the progress achieved, problems encountered and results of the programs taken up during the prior three month period will be submitted by the tenth days of each month following the end of the quarter.	LS	1 Job	2000

6	Preparation & submission of individual training completion reports will be submitted within ten working days subsequent to the completion of each training program, which will describe the nature of the training, the target population(s), the specific training intervention provided an assessment of the training results outcomes. and one job recommendations for future action related to such training programme	LS	1 Job	2000
7	preparation & submission of resettlement reports of affected persons which cover an assessment of rehabilitations and compensations given to AP will be submitted at the end of year one, three and five, along with recommendation for actions to be taken	LS	1 Job	2000
8	preparation and submission of an exits strategy report will be submitted six months prior to completion of the services.	LS	1 Job	2000
9	preparation and Submission of draft final report describing the CAPP components, activities, implementation and the outcomes will be submitted six months prior to the end of the contract	LS	1 Job	2000
10	preparation and submission of revised final report, which incorporates suggestions agreed between the PMU and the NGO will be submitted by the final day of the contract.	LS	1 Job	2000
11	Preparation & Submission of Special reports as required by the PMU and agreed by the NGO will be submitted according to time lines agreed between the PMU and the NGO.	LS	1 Job	2000
	Total			22000

Note: This Amount is included in Documentation Head Under Office Operation and Maintenance Head

CHAPTER - 7 WORK PLAN

Sector / Component	Activity	Months											
		1	2	3	4	5	6	7	8	9	10	11	12
Preparation Phase	Establishment of office at Core Unit as well as offices in PIUs	█											
	Deployment of Key Professional as per personnel schedule												
	Preparation and submission of Inception Report	█	█										
	Preparation for Consultative workshop to be organised in each project City			█	█	█							
	Collection of various baseline informations for designing and development of CAPP activities			█	█	█							
	Screening and Finalization of deployment of ACOs			█									
	Organisation of inhouse workshop to finalise the Inception Report			█									
	Finalization of Inception			█									

Sector / Component	Activity	Months											
	Report												
	Design and issue of Public Appeals related to project to sensitize the community												
	Organization of consultative workshop in Project Cities with all stakeholders												
	Organization of State level workshop for elected Representatives												
	Design and Development of Comprehensive frame work of CAPP												
	Inviting proposal and finalization of proposals of Local NGOs/CBOs to carried out CAPP activities in field												
	Initiating interaction with the community of these project cities through small group meeting and cultural eve												
	Establishment of documentation centre												
	Designing and development of Exhibition material to be exhibited on various occasion like												

Sector / Component	Activity	Months											
	ceremony of government and other inaugural function etc.					████████							
Annual Progress Report	Preparation and printing of Annual Progress Report of RUSDIP											████████	
		13	14	15	16	17	18	19	20	21	22	23	24
Implementation of CAPP activities:													
Water Supply	Organization of Street/Mohalla contact drive												
a) Water Connectivity Camps	<ul style="list-style-type: none"> Interactive meeting with RWAs / local samities / influential Publicity of water awareness and conservation camps through pamphlets / mike rickshaw Organization of water connectivity camps for RUSDIP commissioned projects 					● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	████████

Sector / Component	Activity	Months											
	with support from PHED												
b) Water conservation & Rain water Harvesting Techniques	<ul style="list-style-type: none"> Interactive Meetings with RWAs, Local Samities, PHED, GWD and other line agencies Technical support & resource mobilization to RWAs with support from Div. Jal Abhiyan Samiti and GWD Follow up of RWH interventions at HHS level Linkages & coordination with Div. Jal Abhiyan Samiti Facilitation in construction of Demo Units of roof top harvesting structure in schools and colonies 				● ●	● ● ● ●	● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●
(c) School	<ul style="list-style-type: none"> Coordination with 				● ●	● ● ● ●	● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●

Sector / Component	Activity	Months											
	Yatra and Kalash Yatra • Proper dissemination of messages through showcasing	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
(g) Water awareness through electronic media	• Dissemination of songs & slogan through F M Radio-AIR • Scroll on messages through cable TV/Local Channels • Display of messages through slides in Cinema halls	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
Annual Progress Report	Preparation and printing of Annual Progress Report of RUSDIP												■
Design and Development of IEC Material	As per requirement of project various kind of IEC material has to be developed	■	■	■	■	■							
		25	26	27	28	29	30	31	32	33	34	35	36

Sector / Component	Activity	Months											
Capacity Building of local existing groups / formation with or without support from NGOs	<ul style="list-style-type: none"> Formation/identification of existing groups/organization/ committees etc. 	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
	<ul style="list-style-type: none"> Identification of local groups formed by NGOs / line agencies Formation of 50 users groups with or without support from NGOs Capacity building of existing groups / formation of users group in RUIDP's commissioned colonies to undertake above mentioned activities Capacity building of identified groups for maintenance of pipe line and fault reporting 	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●

Sector / Component	Activity	Months																					
(a) Public Meetings (20 meetings)	<ul style="list-style-type: none"> Sewer connectivity Camps in in newly commissioned colonies 												●	●	●	●	●	●	●	●	●	●	
	<ul style="list-style-type: none"> Publicity through Print Media regarding Sewerage and Property Connection 	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	<ul style="list-style-type: none"> Interactive meeting with RWAs/CBOs in concerning areas where Sewer line is laid 	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
	<ul style="list-style-type: none"> Development of model ward/area in wall city area where property connection works were undertaken by RUIDP 	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Promotion through traditional print and electronic media	<ul style="list-style-type: none"> Street plays 	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	
	<ul style="list-style-type: none"> Release of appeal in leading news papers, 																						
	<ul style="list-style-type: none"> Advertisement through AIR/FM Channel 																						

Sector / Component	Activity	Months											
	<ul style="list-style-type: none"> • Scroll on message through local channel 	● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●
Interactive meetings opinion leaders	Group meetings	● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●
Capacity building of different stakeholders	<ul style="list-style-type: none"> • Group discussion • Consultative workshops • Training program • Brain storming session 	● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●
Awareness Generation	<ul style="list-style-type: none"> • Organization of Street Plays at renovated sites (40) • Site visits of different target groups • Media publicity through print and electronic media • Production of posters 	● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●

Sector / Component	Activity	Months											
	by using creative themes generated by children in different activities	██████████											
Networking with line agencies	Liasoning with RTDC and other Dept for utilization of places constructed by RUIDP and its promotion for tourist attraction.	● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●
Capacity Building of existing groups	<ul style="list-style-type: none"> Capacity building of existing groups nearby heritage sites for its maintenance Coordination with archeology dept, JNN and PHED for proper maintenance of heritage sites with support from existing groups 	● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●
		● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●

Sector / Component	Activity	Months											
Exhibition	<ul style="list-style-type: none"> • Organization of Exhibition during Inauguration of SMS & J.K.Lone Hospital • Media publicity • Support in organization in inauguration program 	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
(a) Printing of NAVAKR	Printing of NAVAKAR in Hindi & English and its distribution												■
(b) Printing of REFLECTIONS	Printing of News Letter Quarterly and its distributions			■		■			■				
(c) Printing of Leaflet	Printing of leaflets and its distribution on various occasions like inauguration ceremony, public meetings, capacity building, site visits of policy makers etc.	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
(d) Release of Appeals	Issue of Series of Appeals through leading news papers	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●

Sector / Component	Activity	Months											
(e) preparation of posters	Production of posters by using creative themes generated by children in different activities on identified topics	██████████											
Publicity to AIR	Telecasting of selected songs from produced audio album through AIR	████████████████████											
Production of documentary and educational films	<ul style="list-style-type: none"> Facilitate in finalization of script, locations for shooting and other production related works 	██████████											
	<ul style="list-style-type: none"> Liasioning with RUIDP, line agencies and community for the personal interview 	●	●	●	●	●							
	<ul style="list-style-type: none"> Facilitate in editing, preview and its finalization 						██████████						

Sector / Component	Activity	Months											
Capacity Building of formed/existing groups	<ul style="list-style-type: none"> Organization of training programs in synergy with NGOs identified under JFPR project or CAPP on identified topics Liasoning with other departments and NGO working in concerning area 	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
Annual Progress Report	Preparation and printing of Annual Progress Report of RUSDIP												■
		37	38	39	40	41	42	43	44	45	46	47	48
Support to beneficiaries seeking compensation but having problems/dispute	<ul style="list-style-type: none"> Coordination at different level and settling family disputes by mutual consent with support from identified NGOs Support BPIU/PMU in facilitating the required coordination at 	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●

Sector / Component	Activity	Months											
	different level so as to ensure early payments												
Annual Progress Report	Preparation and printing of Annual Progress Report of RUSDIP												
Income Generation and Capacity Building	Organization of Awareness Campaign and Income generation activities	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
		49	50	51	52	53	54	55	56	57	58	59	60
Production of city wise Documentary Film	Production of city wise documentary film related to project works	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
Handling of grievances and apprehensions	Required coordination, networking, capacity building and follow-up/monitoring of the issues which needs timely addressed	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●

Sector / Component	Activity	Months											
Media publicity	<ul style="list-style-type: none"> • Regular updating of news to leading newspapers • Site visit of media personnel • Press conference 	● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●
Workshop on waste water management for municipal bodies	Organization of 3 days workshop on waste water management	▬					▬					▬	
TOT of Traffic personnel	Organization of 3 days training on traffic management for 15 project cities	▬		▬					▬				
(Construction Management Workshops in Bikaner, Ajmer and Jodhpur	Organization of 2 day CMS for RUIDP officer and engineers of line Agencies	● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●	● ● ● ●

Sector / Component	Activity	Months											
(d) Capacity Building of Local Groups, SHG regarding income generation activities (20 nos:)	Organization of capacity building program on IGAs for different formed groups in slums	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
(e) Capacity building on code of conduct, municipal acts and provisions in Kota and Bikaner	Organization of 2 day capacity building program for corporators and officials of municipal bodies with support from PIUs and local bodies	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●	● ●
(f) TOT of volunteers on managerial skills	Organization of volunteers training in school for selected volunteers			▬						▬			
(a) Activities with partners	Effective utilization of existing platform by partnering agencies												

Sector / Component	Activity	Months											
Handling of public grievances	<ul style="list-style-type: none"> • Compilation of grievances of community / beneficiaries related to sewer / property connection / water supply / construction of road etc. • Forwarding of issues to concerned officers / line agencies 	● ●	● ● ● ●	● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●
Regular press briefing and liaison with media	<ul style="list-style-type: none"> • Regular press briefings • Organization of site visit of all project site 	● ●	● ● ● ●	● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●	● ● ● ● ● ● ● ●
	Preparation and printing of Annual Progress Report of RUSDIP												▬
		61	62	63	64	65	66	67	68	69	70	71	72
Development of exit strategy	<ul style="list-style-type: none"> • Consultative workshops • Interactive meetings with officer in PIU, NGO and line agencies 	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬	▬

Sector / Component	Activity	Months																						
	<ul style="list-style-type: none"> Development of strategy and its finalization 	████████████████																						
Information sharing with stakeholders	Interactive meetings	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●	●
Documentation of compiled activities/financial report, files and stock available	Report writing						████████████████████																	
Exit from cities	Preparation and submission of Exit strategy for approval											████████												
	Production of Final Documentary Films related to project works Handing over and physical verification of assists created (consumable and non consumable) Capacity Building	████████████████████																						

COMMUNITY ACTION PARTICIPATION PROGRAM (CAPP)
INCEPTION REPORT