

# Patna Smart City

## **Sustainable and Inclusive Urbanization in Patna; Promoting Safe, Healthy and Inclusive Model for Slum Development**



**A Joint Initiative of UNFPA and Patna Municipal Corporation**

**Submitted to UNFPA, Patna office**

**By**

**Implementing Partner - Diksha Foundation**

**April: 2022**

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## Executive Summary

Diksha foundation is an implementing partner under United Nations Population Fund (UNFPA) and Patna Municipal Corporation (PMC) collaboration on the above project. The project seeks to transform the city of Patna as a socially inclusive city, where citizens have equal access to services and opportunities, and thereby focuses on the most vulnerable sections in the urban setting, namely Sanitation Workers and Slum Dwellers. The project seeks to empower the sanitation workers under Patna Municipal Corporation on health, safety and leadership, and seeks to work extensively with the Sanitation worker community, including women and adolescents whose habitation is primarily slums. The project has directly been working across 50 large slums of Patna. Now, the up scaling phase, “Sustainable and inclusive urbanization in Patna; Promoting safe, Healthy and inclusive models for slum development” aims to Reduce gender and health (including sexual and reproductive health) vulnerabilities in slums through citizen engagement in the development of slum by: Increasing the capacities of ward councilors on citizen engagement for gender and right based slum development, Empowering women and girls by collectivizing and engaging them to participate in gender and right based slum development activities, Improving health, safety and dignity of sanitation workers/manual scavengers by building their capacities on Health, safety and constitutional rights. Empowering girls and women from the sanitation worker/manual scavenging community to address health hazards through enterprise promotion.

### A. Highlights of the Project

- In the vaccination drive we organized 66 Vaccination camps & covered 64 slums of PMC. In this vaccination camp a total of **3464** people got vaccinated.
- Awareness generation to empower the girls and women in slums.
- Organized 98 women collective sessions in this quarter.
- Organized 98 sessions with the youth collective in this quarter.
- A total of 1675 manholes have been cleaned by Swachhangini
- Gap analysis document of 10 Model slums has been completed
- Mobilization of 3rd Batch of Swacchangini has been commenced
- Promoting correct knowledge and choices on sanitary pads by young girls and women in slums.

## **B. Strategy 1- Increasing capacities of Elected Representatives/Ward Councilors on Citizen engagement for Gender & Rights based slum development**

The objective of the exposure visit will be to learn best practices involved in Mechanized cleaning which is being implemented in another Municipal Corporation. Newer ideas in this area will also help the team in their capacity building and running and functioning of Cooperative society. Two groups of 10 members each will be formed which will visit other Municipal corporations which have best practices in the country. The team will be able to learn those best practices and can be incorporated into their work.

First list has been prepared consisting of Swachhagini members and partners. We have initiated a conversation with North Delhi Municipal Corporation where the Mechanized cleaning model is being implemented.

## **C. Strategy 2- Empowering girls in slums with assets and knowledge to exercise agency:**

Empowerment can be defined as a “multiple-dimensional social process that helps people gain control over their own lives. It is a process that fosters power in people, for use in their own lives, in communities and society by acting on issues that they define as important”. In the same way Women empowerment refers to women's ability to make life choices as this has been denied in the past. We are referring to empowerment of women at individual, household and at community level by raising awareness.

We are working at slum level by collectivizing women in our 50 slums and sessions have been taken on topics like menstrual hygiene awareness and waste management, domestic violence and its effect, and on the concept of SC/ST act, understanding gender-based violence, difference between gender and sex, family planning reproductive health etc.



## C.1. Collectivization of Women & Adolescent/Young Groups:

### Women Collective:

We organized 98 women collective sessions in this quarter. In the beginning of this quarter following covid protocols we started awareness in the community about safety and precaution measures to be taken during the pandemic. We organized 49 sessions on Covid-19 awareness & importance of vaccination and as a result of this many women leaders in the community helped us in the mobilization for the vaccination camp. We also organized 49 sessions in the month of March on sexual and reproductive health. We had a discussion on reproductive health and commodities of family planning as well as we also orientated them that how they can save themselves from sexually transmitted disease.



### Finding and observations:

We found that our women participants are very confident to speak on the issues like sexual and reproductive health. Sometimes we found that they are also sharing their experiences and issues they have which shows their strengthened capacity.

### Youth Collective

We organized 98 sessions with the youth collective in this quarter. We started this quarter with an awareness session on Covid-19 safety and precaution measures to be taken & importance of vaccination as the virus was also increasing rapidly and vaccination had also been started for adolescents. Many of our youth and adolescents have helped us in mobilization and creating awareness amongst the community people which resulted very positively in vaccination camps. We organized sessions on mental health in the last month of this quarter which helped us in creating



a platform for the youth collective to share their problems which they faced during the 2nd and 3rd wave of pandemic.

### **Finding and observations:**

We found that our collective members have encountered mental health issues during pandemic as they had no such platform to share their difficult times. Our first face to face collective meeting after the upliftment of restrictions helped them a lot.

### **Joint Collective:**

Our joint collective consists of youth, and women where they come together and discuss the topics covered during sessions and decide social action for that. It also acts as a platform for peer learning, helps in bridging the generational gaps, and promoting intergenerational dialogue. We organized 108 joint collective sessions in this quarter where we covered the topic like, awareness session on Covid & importance of vaccination, Sexual & reproductive health, mental health and equity & equality.



### **Finding and observations:**

This works as platform to solve the problems of the slum collectively

Youth and women who are most deprived in the community have this platform to improve the conditions of the slum.

### **Success stories from the field:**

**Aarti Devi**, she is a member of a women's collective who is always concerned about the problems of women in her community, and she is very active towards the same. She is also a member in a SHG group run in her community (R Block). She motivated 10 women of her community and they became part of that self help group which is affiliated with NULM of Patna Municipal Corporation.

These women were given 6 sewing machines for their active participation in the community and to improve their financial conditions. To improve her financial condition, Aarti took help from the Patna Municipal Corporation, they allotted a working space to her in the *Rain Basera* building situated at R block Golambar. She started a tailoring center there along with other women of her group. Now along with running her sewing work, she also started teaching sewing to other women and girls from the community. She shared that she wants women to become self-independent so they can contribute to support their family as well. Aarti Devi is always concerned about the problems of women in her community, and she is very active towards the same.

**Radha Kumari** is a young and active woman who resides in the slum Bampartola that lies in Patliputra circle of Patna city. She is living with her mother, one younger brother and little daughter. She is separated from her husband. In her family she is the only breadwinner for the family so, her financial condition is not so good and she finds it difficult to meet her family needs.

She met one of our former Outreach workers who motivated her to join our women collective and she introduced her to our women enterprise for Menstrual health & hygiene. She joined the team of Sangini, post her training she started selling sanitary pads and awareness generation among the young girls in the community on the importance of sanitary pads.

Continuous learning process and Radha's hard labor leads her toward the progress, now she is performing well, and supporting the community for the MHM awareness programs. She is also thankful for the UNFPA and Patna Municipal Corporation that supported her in the adverse conditions of life and gave her the opportunity to empower herself through livelihood opportunities.

Radha is a kind of woman who sets the examples for others, that situations might be in favor or worst but never let yourself down ever, and those who take stands, they win!

### **D. Strategy 3- Improving health, Safety and dignity of sanitation workers/manual scavenging Community**

Sanitation workers provide an invaluable public service, vital to our daily lives and the environment. Yet they often work in conditions that expose them to the worst consequences of poor sanitation- debilitating infections, injuries, social stigma and even death on a daily basis.

In order to create awareness amongst the sanitation workers community we have chosen to work on capacity building of 5000 sanitation workers of health, safety and constitutional rights and empowering girls and women from sanitation workers to address health hazards through enterprise promotion.

## **D.1. Capacity Building of 450 supervisory staff of PMC on health, safety, (mechanized cleaning) and constitutional rights**

### **Overview:**

In collaboration with UNFPA & PMC, this time the training will be held in a classroom mode. It is going to be a two-day training in small 9 batches consisting of 50 members. This training will cover topics such as health of SW, the impact of the work that they do and which in turn leads to health hazard, safety measures to be ensured by SW during collection & handling of waste and covid waste (mask, gloves) are covered. Manual scavenging and its impact on their health, Manual Scavenging Act and rehabilitation schemes available for them. Constitutional Rights of SW, Prevalent social issues like child marriage, gender-based violence etc. Role of CSI, SI and supervisor at ward level, the importance of community participation, mechanized cleaning and its importance, Swacchangini Model.

There will be field work also involved in this training on the second day of the training for the participants to understand Mechanized cleaning operations. The training is supposed to be conducted on eradication of Manual scavenging and promotion of mechanized cleaning will be its end result.

### *Highlights of the quarter:*

- Agenda of the training has been finalized and all the topics are covered in the agenda.
- Visits to 6 Circle offices have been completed and have collected the updated list of SI and Supervisor from the City Manager.
- Finalization of Batches has been done
- Print ready design of the pocket book has been shared for approval
- All the IEC material including flip book, pocket book and handbook will be ready by 17 April.
- Identification of resource person is yet to be finalized

## **D2. Promoting MHM in slums through enterprise:**

Three packaging units have been set up in three different slums of Patna with 30 women (15 women from slums who are trained on menstrual hygiene management and packaging skills and another 15 women who are trained on MHM, distribution and marketing skills.)



***Highlights of the project:***

- Formation of SHG group.
- Registration of SHG under NULM is in process for promotion of selling pads.
- Planned meetings with Sanginis of each packaging unit for supporting supervision.
- Identification of new Sanginis to scale up the group to expedite the process of selling pads.
- Orientation of newly recruited logistic manager.
- Introductory session of new Sanginis and their orientation on roles & responsibilities.
- Planned 18 awareness sessions in the community and it was attended by 289 participants. The awareness sessions were conducted in 18 slums of Patna and it helped us in pad promotion also. Through this platform we received orders for Pad as our participants understood the importance of pads and maintaining hygiene during the menstrual cycle.
- Visited 4 local beauty parlors for collaboration as part of our marketing strategy for pad promotion of **Activ Pad** in Patna.

Details of awareness sessions organized at community level:

<b>Awareness session on MHM</b>			
<b>S. No.</b>	<b>Date</b>	<b>Slum Name</b>	<b>No. of Participants</b>
1	9-Mar-22	Bhola Paswan Tola	10
2	9-Mar-22	Adalatgang slum	18
3	10-Mar-22	Nayagaon	17
4	11-Mar-22	Bord colony	16
5	12-Mar-22	Shastri Nagar PWD	13
6	15-Mar-22	Machhuatoli	14
7	15-Mar-22	Bazar Samiti	12
8	16-Mar-22	Bind Toli	15
9	21-Mar-22	Shiva ji Park	19
10	21-Mar-22	Lohanipur	18
11	22-Mar-22	New Ambedkar colony	17
12	22-Mar-22	Old Ambedkar colony	13
13	23-Mar-22	Bari Pahadi	18
14	28-Mar-22	Sipahi Ghat	19
15	29-Mar-22	Bamper Tola	18
16	29-Mar-22	Nand Nagar colony	25
17	30-Mar-22	Bhupatipur Mushari	10
18	30-Mar-22	Rampur Basti	17
<b>Total</b>			<b>289</b>

### **D3. Empowering girls and women from the sanitation workers community to address health hazards through enterprise promotion (Mechanized Cleaning).**

The project envisages creating a pool of women cadre and pushing the enterprise equipped with Modern and scientific techniques to treat Solid liquid waste in urban areas. The objective was to train the women individuals from the sanitation worker community to provide sanitation services to Patna Municipal Corporation and later work as partner agencies. These promoted sanitation enterprises will eventually operate as self-sustainable institutions.

The project does not only support not only the environmental aspect but will also address social and economic concerns of the segment of people working as manual scavengers, hence it will provide a formal & organized environment to work that eventually will lead to financial stability with dignity.

#### **Objectives of the project:**

- To provide and promote mechanized sanitation services in Patna.
- To promote women centric Self- Sustainable-Sanitation Enterprise in the form of Cooperative Society.
- To identify and encourage more women from other marginalized communities to join and promote self-employment through sanitation enterprises.
- To build the capacity of Manual Scavengers through training and introduction of modern equipment.
- Prohibition of employment as manual scavengers and their rehabilitation act 2013 and to develop Patna into a socially smart and sensitive city.

#### **Highlights of the Quarter:**

- The manhole cleaning work of Ward No. 2 is completed as per Swachhangini Team capacity, Total 1675 manholes have been cleaned.
- All the swachhangini's members are registered with EPFO, ESIC, PMJJBY and PMSBY.
- Initiation of Work in Ward no 27 by the second batch of Swachhangini, in order to do those 600 manholes have been mapped in Ward no 27.
- Cleaning of Manholes is being carried out in ward 22B by the team, they have shown good efficiency to the PMC team since the area is prone to huge water logging during the rainy season.
- Appreciation of work by the locals motivated members to perform better. Residents of Ramnagri offered refreshments to team members after work.
- Swachhangini's work was also appreciated by Hon'ble Municipal Commissioner of PMC during a meeting with Swachhangini members. He stated that they have emerged as role

models to other sanitation workers. They can also be used as a resource person to train fellow sanitation workers.

- Mobilization for the third batch of Swachhangini has been started.

*Glimpses of Mechanized cleaning work done by Swacchangini:*



G.

### **E. Slum Development:**

In developing countries like India growth of the slums in the city is not seen as an inevitable part of city development. However, the programme under UNFPA-PMC joint collaboration has adopted a different approach towards slums and squatter settlements. As mentioned, many times in Bihar Municipal Act, the strategy aims to incorporate Slums in the wider ambit of its plan to transform the city into an inclusive center by focusing on people centric slum development model namely, Slum Networking Plan. This plan seeks to transform (Rather than to eliminate) slums as

a catalyst for positive urban transformation and a resource which can be used for the benefit of both slums and city.

***Highlights of the quarter:***

- Identification of the 5 new slum to develop as model slum:

Identification of 5 new slums for the development as model slums from 3 circles of Patna has been done.

- Visiting and mapping the 10 slums for the existing gap analysis:

Assessing the existing gaps in the slums and listing the physical improvement required through transit walk. This helped in understanding the current situation of the slum and helped in documentation of the existing gaps in the slum.

- Prioritized the area of development that includes drainage, toilet, water resources- hand pump, borewells, water pipelines, street light, community halls, land levelling and space for making park.

- Coordinate with the slum coordinators in the session plan for the collectives meeting:

To strengthen the collectives of the model slum, the process of making a proper road map and impactful session plan has been done. Also planning for the social activities have been organized in the slum.

- Meeting with the coordinators:

Regular meeting with the coordinators has been done for the smooth functioning of work and strategy planning for the impactful work on the field. Also, they assist in proper documentation of the slum data.

- Meeting with the Outreach workers:

We organize a regular meeting with the OWs as outreach workers are in direct contact with the community in the slum. So, they have to record the gaps properly, share the authentic information from the slum and execute the program in a well manner.

- Review the previous data and up-dation of the document:

Reviewing the previous data collected from the slum and on the basis of it we updated the current data. It helps in cross checking the gaps still existing in the slum if there is any. So that we prepare the next step accordingly.

- Preparation of the gap analysis final reports of the 10 model slums:

After analyzing the current status of the slums, the final report of the 10 slums considered as the model slums has been completed and shared with the project team.

- Regular meeting with PMC circle offices:

After the documentation, action is also needed to be taken in the slum for the change and development, in this the circle offices coordinate well, they support in waste collection, cleaning of chamber and septic tank, cleaning of community toilets & regular brooming in the slum.

- Training on assessment of UPHCs lies under 10 model slums:

Training on assessment of the UPHCs from UNFPA have been conducted. It's very informative and helps us to reach the UPHCs, when we are planning to connect the slums to their concerned UPHC in a good manner. So that every community can take the benefit of it.

- Formation of monitoring group from the team of Diksha, UNFPA & PMC:

A group is formed to monitor the waste collection, drainage cleaning and regular grooming.

- Formation of slum monitoring group:

As it is important to keep observation of the slum's development work, we form a group of 4 to 5 young people in 10 model slums, who actively participate in the slum.

- Visioning exercise with the team of UNFPA:

We did a visioning exercise with the team of UNFPA in the process of how to record the authentic data and how we can impactfully resolve or complete it in a decided timeline. Also discussed what are the challenges we can face and what are the ways to face or resolve it.

- Visit of PMC officials in the model slums:

Regular visits of the PMC officials organized in the model slums to supervise the things, examine the gaps, and support to build the road map to resolve the things on urgent basis. It is a good way to receive support from the PMC.

- Slum visit from the team:



Slums visited by the team members to verify the gaps quickly and suggest the things to improve the development process of the slums. The slum monitoring toolkit is also very helpful to record and compile these gaps quickly, so that we make the next strategy properly.

### ***Awareness Generation in Slums of Patna:***

To ensure sanitation and hygiene, Patna municipal corporation has planned to create awareness in slums. Initially we started this in our 10 focused slums on priority basis and conducted the awareness session. In the month of March, we **distributed dustbins 3780** in **8 slums** & reached out to the **1890 households** so that they can develop the practice of segregating the waste generated in their houses from the source.

During distribution our team supported PMC in **Swacchta Sarvekshan** to get citizen feedback in making Patna clean and green. We submitted 2429 surveys with the help of our team.



## E.1. Social Actions in Slums:

As per the joint meetings conducted in the slum, we finalized activities like mobilization in the community to get people vaccinated, letter writing activity to identify the existing gaps in the basic amenities and sharing the complaint



letter with the Patna Municipal corporation officials, engaging Asha & Anganwadi workers to capacitate youth and women on sexual and reproductive health.

### **Awareness campaign & mobilization for Covid Vaccination**

In the month of January, we organized vaccination camps in the community where our adolescent group mobilized people to get them vaccinated and it resulted in numbers and we were able to vaccinate 3464 people from 66 camps. For the same we also trained our youth group initially to strengthen their mobilization skill.

### **Letter writing**

We organized a collective action campaign in 30 slums where they have to identify the existing development issues in the community. In this session youth, women and many community members participated and shared their problems and their problems that have been addressed with possible solutions.

### **Capacity building sessions on sexual and reproductive health**

We organized 49 awareness sessions in slums of Patna where we were able to capacitate 696 youths and 796 women from 49 slums. The topic we covered in these sessions was sexual and reproductive health. We engaged Asha and Anganwadi workers in these sessions which helped the community people to increase their understanding on this topic.

## F. Health Camp/Vaccination Camp

### Background:

In collaboration with UNFPA & PMC, Diksha Foundation organized vaccination drives in the urban slums of Patna. In the first phase of the vaccination drive we organized 66 Vaccination camps & covered 64 slums of PMC. In this vaccination camp a total of **3464** people got vaccinated.

In the month of January, we covered 46 slums in which 2774 people got vaccinated. In this process of vaccination drive the slums under our area of intervention got covered but there are slums who were left out. In the month of February, we focused on left out slums of Patna where no vaccination camp was organized. 18 slums were identified adjacent to our area of intervention. Between 7<sup>th</sup> February to 9<sup>th</sup> February community mobilization in these slums was done by implementing partners of UNFPA & PMC collaborating projects. Additionally nearby UPHCs also helped the team in mobilization, they sent out teams of doctors, counselors, ANM & Medical officers. In Phase two we have covered 32 slums between 10<sup>th</sup> February to 16<sup>th</sup> February and 690 people got vaccinated in these camps.

A **total of 3464 people has got vaccinated** from 64 slums and 12 slums were covered twice. The focus group of this vaccination campaign was adolescent of the age group 15 to 18 years as this age group became eligible to get immunized recently as per the government new guidelines and the second focus group was people above 60 years of age, who became eligible for booster doses. Beside this we covered every individual who is not vaccinated yet in these communities.

Details of Vaccination Camp Organised				
S. No.	Circle	No. of Slums Covered	No. of slums Vaccination Camp Organised	Vaccination Doses
1	NCC	21	23	1052
2	Patliputra	15	18	732
3	Bankepore	11	13	505
4	Kankarbagh	9	11	658
5	Patna City	2	2	121
6	Azimabad	8	9	396
	<b>Total</b>	<b>66</b>	<b>76</b>	<b>3464</b>

### Line Listing in Slums:

Line listing was done in 64 slums where 2897 people identified who were not vaccinated. Based on the outcome of line listing mobilization was done in all the communities with the help of our outreach team and with the support of teams from UPHC. Door to door survey was conducted to

identify the people who are not vaccinated and whose next dose of vaccine was due in coming days.

Based on this survey we decided to organize these vaccination camps and cover the maximum number of people who are eligible for getting vaccinated.

**Highlights of vaccination camp:**

- 51 out of school children get vaccinated in these camps.
- 868 adolescent age groups of 15 to 18 years got vaccinated in these camps.
- 191 senior citizens above the age of 60 years got vaccinated.
- 98 people got jabbed with booster doses.

**Challenges faced:**

People who do not have any identity cards were not able to get vaccinated as this was compulsory for the registration process. Many people were not able to get vaccinated as they didn't have any ID card. There is provision of getting vaccinated if someone is not having any ID but at least 10 people need to be there at a time for getting vaccinated.

Also, the unavailability of vial with 10 doses was a challenge. People had to wait at vaccination centers because to avoid the chances of wastage of vaccine the vaccinator uses to ensure there should be a good number of people getting registered.





### G. Key Challenges:

The two waves of Covid 19 played a destabilizing effect on the project deliverables, this has meant that large portions of the training and activities at slum level have been covered in small periods of time.

Diksha does not have any expertise in nurturing a for-profit sanitary napkin enterprise, this has meant that inputs from Diksha team are limited.



Diksha does not have any prior understanding of the mechanized cleaning services business and there is limitation in incubating a for-profit business enterprise.

## **H. Way Forward:**

As the Covid situation has improved, we can organize exposure visits for the stakeholders in the next quarter.

The project is expected to expand to a greater number of slums in the phase II of the project, youth and women collectives will be formed in each of the slums. The current team strength is not going to be sufficient in this case.

## **I. Mechanism for monitoring and evaluation of programme activities:**

To ensure the outcome of all the above-mentioned activities of the project, below is the mechanism used by us. We have a team for effective implementation of the project by conducting proper monitoring and coordination.

a) Ensured regular field visits every week to support and guide field staff. The field coordinators do regular field visits to ensure proper implementation and monitoring of ground activities, also the core team go for visits for the quality check of activities conducted with different collectives at slum level.

b) We have created MIS for data collection from the field for reporting. We use to record data from the field by creating google form and keeping record in excel sheets.

c) We share regular updates from the field with UNFPA.

d) We post our activities on social media regularly to reach a wider audience.

e) Weekly and monthly internal review meeting of program and budget.

f) Regular review meeting with the UNFPA team.

g) Organize monthly meetings and training of project staff with an objective to review, and capacitate our team on new pedagogy.