

# NANDED WAGHALA MUNICIPAL CORPORATION (NWMC)

## • **Background**

This case profiles the positive results achieved by **Nanded Waghala Municipal Corporation (NWMC)** through adoption of Community-led Total Sanitation (CLTS) approach on a city-wide scale to address all aspects of sanitation including open defecation, solid waste management, drainage, water security etc.

Nanded had prepared a City Sanitation Plan in February 2011 to identify the sanitation related challenges and action plan for the city with the active participation from community and successfully made over 85 neighbourhoods open defecation free. Nanded ranked 198th out of the 423 cities under the National Urban Sanitation Ranking undertaken by Ministry of Urban Development, highlighting the relatively poor sanitation situation in the city. In 2011, NWMC prepared a City Sanitation Plan, which helped in identifying the following key issues related to sanitation:

- The existing sewerage system was practically non-functional and the solid waste management system was not effective.
- 46% of the total population was staying in slums where open defecation was prevalent. Around 20% of the city population was defecating in open.
- Negligence towards maintenance of Multiuser community toilets was observed.
- There was a misconception regarding affordability to construct toilets as the community thought that constructing a toilet was a costly affair.

## • **Location, Date**

Nanded, 2011

## • **Areas**

Urban Slums

## • **Stage/Scale**

Full Stage

## • **Objective of the assignment**

The main objective of the project was to make communities in charge and accountable for the process and use their capacity to improve the status of sanitation in Nanded. The scope of the project was to empower communities for participatory activities and provide capacity building and training facilities to the communities. The scope of work also included provision of required sanitation infrastructure and equipment.

## • **What was done**

NWMC appointed two private firms, Knowledge Links and Feedback Foundation to carry out the work of 'behavioural change' for sanitation in Nanded city and preparatory activities included the following:

- A city level workshop was organised in first quarter of 2011, where stakeholders such as experts and prominent citizen groups from the city were invited. During the workshop, deliberations were undertaken on various aspects of city sanitation.
- Prabhag level workshops were then organised for a period of three days to encourage greater participation from citizens and potential 'natural leaders' and to promote CLTS approach.
- The real work with the communities began after this. Knowledge Links and Feedback Foundation started work in 2 Prabhags each.

## • Impact

- Of the 342 neighbourhoods, 238 were organised neighbourhoods and initiated actions to improve sanitation. Sanitation committees are formed in 157 neighbourhoods. Solid waste collection is done by private operator, 115 neighbourhoods regularly monitor the process of garbage collection. Drain cleaning is done by the communities. 129 neighbourhoods are involved in storm water drain cleaning. Since then, 85 neighbourhoods are open defecation free and 34 neighbourhoods became garbage free. Moreover, some specific results were observed in the following areas:
  - Active Community Participation: Communities undertook new roles and responsibilities towards sanitation issues including the following:
    - Organizing sanitation committees – 157 committees were formed in Nanded
    - Stopping and preventing open defecation
    - Constructing or renovating toilets
    - Separating garbage and composting at household and community level – 115 communities regularly monitors garbage collection mechanism daily
    - Creating kitchen gardens
    - Demanding greater accountability from service providers and municipal officials
    - Transferring their experiences to other communities
  - Clean settlements with zero open defecation:
    - Settlements are much cleaner than before.
    - Open defecation has been stopped.
- Women and children have formed vigilance committees to report open defecation.
- Streets and pathways in settlements that used to stink are now clean and usable.
- Women are being empowered: Communities that are mobilized and taking action reveal that most leaders at community level – whether in poor, low income or middle-income communities – are women. CLTS is clearly a very strategic entry point for women's empowerment because it addresses both the practical and strategic interests of women. Feedback from women active in community sanitation committees pointed to the following ways in which CLTS program addresses everyday practical problems they faced;
  - Children aren't falling sick as frequently as they did before.
  - Service efficiency levels for sanitation services have improved as service providers know that communities have access to officials and can report them.
  - Garbage collection is more regular.
- Change in governance processes: The CLTS has also catalysed the process and introduced new mechanism which is strengthening democratic processes in Nanded. Implementation of CLTS resulted in regular Zonal Review Meetings. These meetings are

a win-win for communities and the ULB. Communities are given opportunities to report progress, voice grievances and seek redressal, while the ULB gets direct, accurate information of how communities are experiencing the sanitation program. This information is otherwise filtered through various layers of people before it came to the ULB. Municipal Corporation's formal involvement and commitment to CLTS was critical in introducing new incentives for improving both community involvement and government's effectiveness in sanitation. Regular visits to communities and Zonal Review Meetings coupled with regular garbage collection demonstrate to communities that they are being heard.

## • **Challenges and Issues**

When a preliminary survey was carried out Knowledge Links and Feedback Foundation, the following hurdles were identified:

- Higher levels of Open Defecation: Many wards and localities in Nanded had large prevalence of Open Defecation (OD) with around 80-100% population defecating in open. Overall, 21% of the city's population were resorting to OD, with serious implications for health of its populace and leading to bacteriological contamination of water and high incidence of water borne illnesses. Since there was practically no treatment, almost 100% of waste-water was getting discharged untreated into River Godavari, creating significant water contamination.
- Poor Solid Waste Management practices: There was a city wide door to door waste collection mechanism in place in Nanded. "Ghanta gadis" were visiting all localities at a designated time to collect household waste and transport it to dumping sites. The collection and transportation of solid waste was outsourced to a private agency, which was not very effective as frequency of waste collection is not fixed. In many localities, sometimes solid waste was collected once a week. This resulted in dumping of waste in to open drains and other open spaces.
- Health risk to the citizens: The city recorded high incidence of malaria, diarrhoea and jaundice. Several deaths of children and adults because these avoidable ailments have been reported, more so in summer months and during the monsoons. The ineffectiveness of solid waste management practices and open defecation underline its strong linkages to the poor health of the citizens.
- Poor quality of water supply: The quality of water being supplied in many parts of the city was visibly bad, with odour and practically unusable even for washing and bathing. In the initial stage of community mobilization, participants reported yellow and black coloured water with foul smell from public taps.

## • **Innovation**

Behavioural Change Communication (BCC) like CLTS was combined with infrastructure development which, helped in providing ownership of infrastructure built and future sustainability.

## • **Lessons learnt**

With a spending of less than 1% of its budget on sanitation, NWMC managed to achieve positive impacts through its community led approach. Community participation is an important part of the provision of the urban infrastructure whether its demand based planning or management of the facility. There are many cases where the community

participation was undertaken in a manner such as for managing public toilet complexes. Communities are claiming newer roles and responsibilities towards the sanitation issues and are becoming more active. ULBs can leverage the strength and capability of communities to allow them to take the ownership of the municipal assets and its upkeep. After initiation of the CLTS in Nanded, various committees were formed and reports of those committees were prepared. In fact, in many Indian cities, ward committees exist and can be given the task of sanitation management as well. In case of Nanded, communities that are mobilized and taking actions, revealed that most leaders at community level are women. Communities can be involved with the help of supporting agencies and with the use of government supported programmes

- **Financials**

Not Available

- **Economic sustainability/Revenue Model**

Not Applicable

- **Implementer Contact Persons**

- Nanded-Wagala Municipal Corporation (NWMC)  
[www.nwcmc.gov.in](http://www.nwcmc.gov.in)

- **Sources and References**

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- [www.knowledgelinks.org](http://www.knowledgelinks.org)
- [www.feedbackfoundation.in](http://www.feedbackfoundation.in)