



Facilitators' user manual for focused group discussions in slums

Capacity Building for Swachh Bharat Mission (Urban) – Sanitation Mapping Visakhapatnam



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Part 1: Methodology Report on Primary Data Collection

Part 2: Enumerators' user manual for open defecation spot survey

Part 3: Enumerators' user manual for public conveniences survey

Part 4: Facilitators' user manual for focussed group discussions



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Sanitation Mapping – Visakhapatnam

Interviewers' Training manual for Surveys of Open Defecation Spots in Visakhapatnam

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Disclaimer

The scope of this training manual is to outline a methodology for primary surveys of open defecation spots and public/ community toilets in Visakhapatnam and conduct focussed group discussions in slums in proximity of identified open defecation spots. Photographs used in this manual are for representation and education only. Some photographs have been borrowed from other projects, also, of Urban Management Centre (UMC).

The report refers information collected during Urban Management Centre's (UMC) team's site visits, secondary information provided by the staff of various departments of the Greater Visakhapatnam Municipal Corporation (GVMC) and Water and Sanitation for the Urban Poor-Advisory (WSUP-A).

During the course of the study and report preparation we were provided with both written and verbal information. We also supplemented the study with hand drawn sketches and digital drawings. Nothing has come to our attention to cause us to believe that the data or maps provided by various sources are not true or not correct. We believe this information to be authentic and therefore has not conducted an independent audit of the same. No investigations of the title of tangible, and intangible assets has been made and matters of a legal nature relating to the title of the assets have not been considered.

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Acronyms and abbreviations

CT	Community toilet
Gol	Government of India
GPS	Global positioning system
GVMC	Greater Visakhapatnam Municipal Corporation
IHHT	Individual household toilet
IT	Information technology
OD	Open defecation
PH	Public Health
PPP	Public Private Partnership
PT	Public toilet
SBM	Swachh Bharat Mission
SWM	Solid waste management
ULB	Urban local body
UMC	Urban Management Centre
WSUP-A	Water - Sanitation for Urban Poor Advisory

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1. Background

The Swachh Bharat Mission (SBM) of the Government of India (GoI) has provided a thrust to sanitation related infrastructure provision and service delivery in all urban local bodies (ULB) of India. Under the SBM, ULBs are expected to achieve the objectives of SBM including

- Elimination of open defecation
- Eradication of manual scavenging
- Modern and Scientific Municipal Solid Waste Management
- To effect behavioural change regarding healthy sanitation practices
- Generate awareness about sanitation and its linkage with public health
- Capacity Augmentation for ULB's
- To create an enabling environment for private sector participation in Capex (capital expenditure) and Opex (operation and maintenance)

The SBM and respective state counterpart missions provide funds to ULBs for the following activities

1. Construction of new individual household toilet (IHHT) and conversion of existing insanitary IHHTs to sanitary toilets
2. Construction of community level toilets
3. Construction of public toilets (funding through PPP)
4. Providing end-to-end solid waste management (SWM) services

In order to effectively utilise and sustain the results of improved infrastructure and service delivery, it is important for the ULBs to maintain dynamic and reliable information of infrastructure provision under the SBM and O&M thereafter. In line with this approach, Greater Visakhapatnam Municipal Corporation (GVMC) and Water-Sanitation for the Urban Poor Advisory (WSUP-A) requested Urban Management Centre (UMC) to conduct the following primary surveys

- i. Open defecation spots
- ii. Public and community toilets
- iii. Slums around open defecation spots

This document is a training manual to ensure uniform and standard understanding of the survey questions and methodology to be adopted across all enumerators. The manual also contains instructions on the usage of mobile application 'UMC CityCollect'.

'UMC CityCollect' has been developed with the purpose of improving efficiency of surveys. It is an android based application for collection of data, survey and mapping. It is as a generic app which could be used by city managers and citizens for their activities and projects. The application, also allows an administrator to create new forms, create/delete users, validate individual entry and edit/overwrite entries filled by surveyors.

2. Introduction to Visakhapatnam

Greater Visakhapatnam Municipal Corporation (GVMC) is mandated to provide sanitation and related facilities and services to its citizens. GVMC is responsible for the planning, implementation, management, and monitoring of sanitation services. The departments of Public Health and Engineering are responsible for sanitation provision (including wastewater management). Other departments, such as City Planning, Information Technology (IT) and E-Governance, Human Resource Development, Revenue and Accounts, and General Administration, play crucial supporting roles in ensuring the sanitation system functions properly (Visakhapatnam, India, Sanitation Assessment, 2015).

GVMC comprises of 6 administrative zones and 72 wards. In June 2013, 10 villages and municipalities of Bhimunipatnam (Bhimili) and Anakapalle were merged with GVMC. Bhimili and Anakapalle are now administratively Zone VII and VIII of GVMC. Sanitation activities of the merged municipalities are being integrated with GVMC's. As of April 15, 2016, GVMC has shared data of OD spots and public conveniences of 72 wards only. Data of Zones VII and VIII are yet to be compiled for this sanitation mapping.

3. Conducting the Survey

This survey is at the heart of the strategy to identify the issues for open defecation in the city of Visakhapatnam and further will help devise strategies for making Vizag an OD-free city. Each interview conducted is a source of new information and hence should not be taken as a mechanical process.

The following guidelines will help you build rapport with a respondent and conduct a successful interview.

- a. Before you start the survey, ensure that the tablet has adequate battery to last through the survey.
- b. Make a list of OD spots with inputs from sanitary inspectors of respective wards. Locate the OD spot, with help from sanitary inspectors of respective wards. Once the spot is located, observe the environs, whether the site is close to a slum or slum like settlement etc.
- c. Identify eligible respondents who would be able to provide you more information on the OD spot. Eligible respondents for this survey would be either community from neighbouring settlements who defecate in the spot or a vendor/hawker who vends adjacent to the site or other residents from adjacent areas who would be aware of the OD practice at the specific site, or the street sweepers (safai kamdar/PH workers) who have been designated to clean the specific beat under which the OD spot falls under.
- d. As an interviewer, your first responsibility is to establish a good rapport with the respondent. At the beginning of the interview, you and the respondent are strangers to each other. Introduce yourself and the purpose of the survey. If required, show them your identification card.
- e. If the respondent is hesitant about responding to the interview or asks what the data will be used for, explain that the information you collect will remain confidential, no individual names will be used for any purpose, and all information will be collated to write a report.
- f. You could further probe by asking a few neutral questions if you feel that the respondent is providing ambiguous answers. You could ask
 - "Can you explain a little more?"
 - "Could you please tell me again?"
 - "There is no hurry. Take a moment to think about it."
- g. Most of the questions here are multiple choice questions, you should never read out the answers to the respondents even if s/he has trouble answering
- h. Handling hesitant respondents: answering questions about open defecation for a respondent could be difficult. If the respondent seems shy or hesitant to respond, spend some time talking about things unrelated to the interview. For instance, you could talk to them about their native village, their occupation, IPL match etc. If the respondent is giving irrelevant or elaborate answers, do not stop them abruptly or rudely, but listen to what they have to say. Then try to steer them gently back to the original question.
- i. If the respondent is reluctant or unwilling to answer a question, explain once again that a similar survey is happening across all wards of Visakhapatnam and that their Explanation will greatly benefit the GVMC to design a strategy for becoming a city which is free from open defecation and which will in time improve health of the city. If the respondent is still reluctant, write REFUSED next to the question.
- j. **Do not raise expectations:** You must not raise any false expectations of respondents that are beyond the scope of the survey. For instance, slum dwellers might ask for improvements in services, provision of individual household toilets,

improve community toilets etc., you should inform them that while this survey will help provide specific answers to GVMC, the appropriate officials from GVMC will take actions.

- k. **Language of the Interview:** once the eligible respondent is identified, evaluate whether the interview would be conducted in Telugu/Hindi/English.
- l. **Supplies and documents needed for fieldwork:** Before starting fieldwork each morning, confirm that :
 - The tablet is fully charged and carry the charger and battery pack
 - Assignment sheet is available in the list of projects assigned to you
 - Survey manual is available for ready reference
 - You have your ID card

4. General information

4.1. Steps to use the tablet

The device that has been provided for surveys would need to have latest version of the application 'CityCollect'. Also, check that the device has adequate battery power to sustain the survey through the day. Following steps must be taken to improve performance of the device on field:

1. Do not use this device for purposes other than survey;
2. Do not install any other application than 'CityCollect';
3. Power off the device if not in use for prolonged periods in the day;
4. Turn off Bluetooth and Wi-Fi when not in use;
5. Turn off GPS location service, whenever not on field;
6. Also turn off synchronisation to save power;
7. Do not leave apps running in the background;
8. Use power saver mode on the device, and turn off 'vibrate alert'

4.2. Steps to access the app

Ask administrator to install latest version of the application. You would also need a user-id and a password to access the application. These credentials must be used to log into the application and access the projects assigned for surveys.

Launch the application on the device and log in. Select the project assigned for survey and begin recording the data.

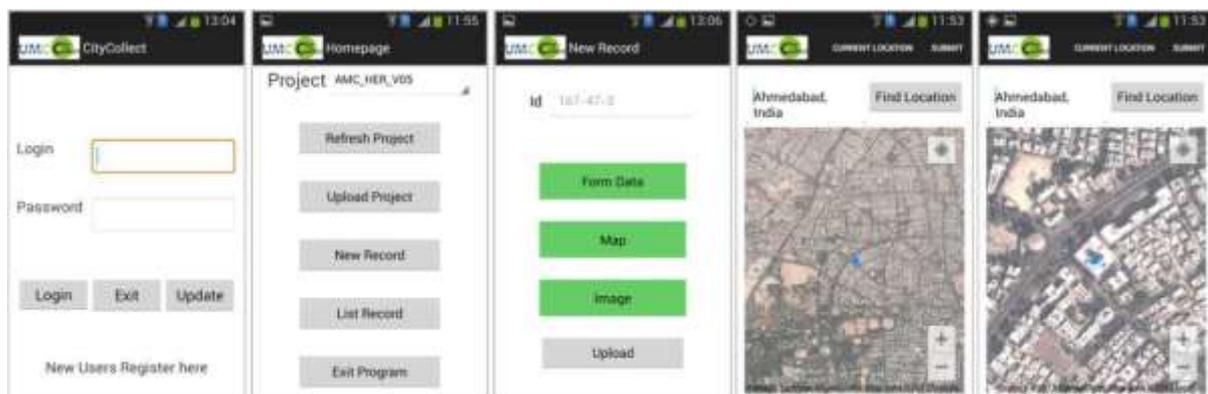


Figure 1 Interface of UMC CityCollect android application

5. Explanation of the questionnaire

Serial	Questions										
1	<p>1. Unique ID:</p> <p>2. Ward Number:</p> <p>3. Location:</p> <table border="0"> <tr> <td><input type="checkbox"/> Along Railway Track</td> <td><input type="checkbox"/> Along Water Body</td> </tr> <tr> <td><input type="checkbox"/> Along Streets/ Roads</td> <td><input type="checkbox"/> Along footpath</td> </tr> <tr> <td><input type="checkbox"/> Within the premises of Public toilet/CT</td> <td><input type="checkbox"/> Near Open Drain</td> </tr> <tr> <td><input type="checkbox"/> On Vacant Plot</td> <td><input type="checkbox"/> Along a garden or public place</td> </tr> <tr> <td><input type="checkbox"/> Along the beach or port area</td> <td><input type="checkbox"/> Others</td> </tr> </table> <p>4. Address:</p> <p>.....</p>	<input type="checkbox"/> Along Railway Track	<input type="checkbox"/> Along Water Body	<input type="checkbox"/> Along Streets/ Roads	<input type="checkbox"/> Along footpath	<input type="checkbox"/> Within the premises of Public toilet/CT	<input type="checkbox"/> Near Open Drain	<input type="checkbox"/> On Vacant Plot	<input type="checkbox"/> Along a garden or public place	<input type="checkbox"/> Along the beach or port area	<input type="checkbox"/> Others
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<input type="checkbox"/> On Vacant Plot	<input type="checkbox"/> Along a garden or public place										
<input type="checkbox"/> Along the beach or port area	<input type="checkbox"/> Others										

Explanation:

Unique id: OD 001 01

This code consists of three pieces of information:

1. 'OD' signifies an open defecation spot;
2. '001' signifies the ward number where open defecation is observed;
3. Last set of digits '01' signifies the sequence of OD spots in the ward.

Ward number: Note the ward number in which the survey is being conducted.

Locations: This record is based on visual observation of the surveyor, to find out the proximity of the spot to given options of locations (check multiple options if applicable).

Serial	Questions						
2	<p data-bbox="336 300 635 327">5. Respondent's name:</p> <p data-bbox="379 344 1342 360">.....</p> <p data-bbox="336 409 1102 436">6. Relationship of Respondent with OD spot (multiple choice)</p> <table border="0" data-bbox="316 443 1396 577"><tr><td data-bbox="316 443 416 470"><input type="checkbox"/> User</td><td data-bbox="687 443 938 470"><input type="checkbox"/> Hawker/ Vendor</td><td data-bbox="1062 443 1305 470"><input type="checkbox"/> Nearby resident</td></tr><tr><td data-bbox="316 506 587 568"><input type="checkbox"/> Sanitation worker/ cleaner</td><td data-bbox="687 506 1007 568"><input type="checkbox"/> Operator of the PT/ CT nearby</td><td data-bbox="1062 506 1396 568"><input type="checkbox"/> Others (specify)</td></tr></table>	<input type="checkbox"/> User	<input type="checkbox"/> Hawker/ Vendor	<input type="checkbox"/> Nearby resident	<input type="checkbox"/> Sanitation worker/ cleaner	<input type="checkbox"/> Operator of the PT/ CT nearby	<input type="checkbox"/> Others (specify)
<input type="checkbox"/> User	<input type="checkbox"/> Hawker/ Vendor	<input type="checkbox"/> Nearby resident					
<input type="checkbox"/> Sanitation worker/ cleaner	<input type="checkbox"/> Operator of the PT/ CT nearby	<input type="checkbox"/> Others (specify)					

Explanation:

To get more details on the OD spot, surveyor should speak to people around. The respondent could be:

A user: someone who defecates in the spot

Hawker/vendor: who vends near the spot

Sanitation worker/cleaner: who has been designated the particular beat for street sweeping

Operator of the public toilet or community toilet around the spot would also be aware if people defecate near the facility

Others: if the respondent does not fall into any of these categories , then select others and also specify

Check multiple options if applicable.

Serial	Questions																
3	<p>7. Is the spot still being used for defecating in the open? <input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>8. How long this OD spot has been here? <input type="checkbox"/> Less than 1 year <input type="checkbox"/> 1-2 years <input type="checkbox"/> More than 2 years</p> <p>9. Reasons reported by respondents for open defecation?</p> <table border="0"> <tr> <td><input type="checkbox"/> Lack of individual toilets</td> <td><input type="checkbox"/> No water and/or drainage for individual toilets</td> </tr> <tr> <td><input type="checkbox"/> Unable to afford user charges</td> <td><input type="checkbox"/> PT/ CT not operational 24X7</td> </tr> <tr> <td><input type="checkbox"/> Insufficient number of seats in PT/ CT</td> <td><input type="checkbox"/> Poorly maintained PT/ CT</td> </tr> <tr> <td><input type="checkbox"/> No PT/ CT nearby</td> <td><input type="checkbox"/> By Habit</td> </tr> </table> <p>10. Types of users:</p> <table border="0"> <tr> <td><input type="checkbox"/> Slum dweller</td> <td><input type="checkbox"/> Daily Commuter</td> </tr> <tr> <td><input type="checkbox"/> Construction worker</td> <td><input type="checkbox"/> Industrial worker</td> </tr> <tr> <td><input type="checkbox"/> Truckers</td> <td><input type="checkbox"/> Port workers</td> </tr> <tr> <td><input type="checkbox"/> Shops/ market (customers/ owners/ workers)</td> <td><input type="checkbox"/> Others (specify):</td> </tr> </table>	<input type="checkbox"/> Lack of individual toilets	<input type="checkbox"/> No water and/or drainage for individual toilets	<input type="checkbox"/> Unable to afford user charges	<input type="checkbox"/> PT/ CT not operational 24X7	<input type="checkbox"/> Insufficient number of seats in PT/ CT	<input type="checkbox"/> Poorly maintained PT/ CT	<input type="checkbox"/> No PT/ CT nearby	<input type="checkbox"/> By Habit	<input type="checkbox"/> Slum dweller	<input type="checkbox"/> Daily Commuter	<input type="checkbox"/> Construction worker	<input type="checkbox"/> Industrial worker	<input type="checkbox"/> Truckers	<input type="checkbox"/> Port workers	<input type="checkbox"/> Shops/ market (customers/ owners/ workers)	<input type="checkbox"/> Others (specify):
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Explanation:

Question 7: If the OD spot is in use, then –

Question 8: Ask the respondent that since how much time has this spot been in use as an OD spot? It is important to ask this question to relate it to the age of the settlement, and ascertain the reasons for defecating in the open or changes thereof.

Question 9: ask the respondent –the reasons why people defecate in the open? Surveyor should only ask the question and not prompt or read the answers (check multiple options if applicable).

Question 10: Ask the respondent –who is the predominant user of this OD site? This is a multiple choice question, so select all the options that have been mentioned by the respondent (check multiple options if applicable).

Serial

Questions

Explanation:

These questions are meant to find information regarding the cleaning of the OD spot. Maintaining cleanliness in the city and eliminating all the sources of nuisance is a responsibility of ULBs. Hence, the ULBs must undertake cleaning of OD spots and eventually construct facilities adequate for users of the OD spot, to prevent further OD. Further, the 'Prohibition of employment as manual scavenger and their rehabilitation act, 2013' requires ULBs to adopt means to manage human excreta in such a way that there are no instances of handling it manually.

Question 15: To find answer to this question ask people around the OD spot about their observation of cleaning activities. Respondent maybe: a user, hawker/vendor, sanitation worker, nearby resident, caretaker/attendant at a nearby PT/CT, or others. Find out from the user without telling them the options available for responses.

Question 16: Similar to the procedure adopted above, ask the respondent about the method the ULB deploys in cleaning the OD spot. Find out if the sanitation workers clean manually, or with a nuisance tanker¹, followed by spreading bleaching powder, or fogging the site, or whether it is not cleaned at all (check multiple options if applicable).

Question 17: Also find out who cleans the OD spot, whether a sanitation worker of the ULB, or an agency appointed by the ULB/port trust, or the community cleans the OD spot by itself. If there is any other way the OD spot is cleaned, then write the details of that method.

¹ Nuisance tanker: It is a water jetting machine mounted on a vehicle, with a water tank; for the purpose of cleaning public conveniences or nuisance spots (OD spots, sewage overflows, etc.).

6. Annexure

6.1. Samples of photo-documenting an OD spot

Type	Photographs
<p>People using the spot</p>	

Type

Photographs

Faeces lying in the open which may pose exposure to diseases



Type

Photographs

OD spot treated with Bleaching powder



Faeces being cleaned with a manure lifting machine





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