Annual Report

2017









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Foreword

The development sector in Bangladesh has been facing a paradigm shift following the change in development partners' strategy towards Bangladesh entering into the façade of lower middle income country status. The non-government organizations in general are going through changes in strategy to cope with the scenario. Likewise other national level non-government organizations, NGO Forum for Public health also has pursued new strategies and areas of implementation in line with its organizational mandate. In 2017, the focus was high on developing collaborative partnerships with organizations and networks in the areas of Public Health, humanitarian response and urban disaster resilience programmes.

Under its programmatic spectrum, in 2017 NGO Forum broadly addressed contribution to national WASH promotion, water quality management, health & hygiene promotion, humanitarian assistance, DRR measures and emergency WASH & nutrition services, and promotion of governance and human rights. Capacity building of stakeholders, research initiates contributing to effective programme designing and exploring avenues for increasing organization's revenue generation are amongst the other major highlights of 2017.

In the recent times including 2017, altogether the organization implemented at least 9 humanitarian focused projects. It is also serving emergency WASH interventions incorporating DRR component to the Rohingya refugee population with the support of UNHCR, UNICEF, IOM, OXFAM, etc. Disaster risk measures against landslides, flash floods, etc. have

been incorporated in these interventions. We feel that our experiences in combating the disaster risks under humanitarian and emergency grounds will be benefiting to other actors working in the similar platform. We have been sharing our learning and findings in various networks broadening the sphere of practical learning from each other.

WASH governance remains a key approach followed by NGO Forum that is capitalized in to its ongoing regular development activities. It has extended partnerships with CWASA, DGHS, selected city corporations, National Steering Committee on SDGs, National Forum for Social Safety net, National Working Committee for the revision of National Strategy for Water Supply and Sanitation 2014, National SPHERE Committee on Emergency and Response, People's Voice on Community Climate Change, etc. Its membership includes working groups on Regulatory Framework on FSM; National Steering Committee on WASH; National Steering Committee on SDGs. While setting the tempo of WaSH governance through rooted advocacy, the Forum boosted Right to Information related activities at union and upazila levels. This has widened the Forum's experience in the area of promoting governance and there has been encouraging results achieved at the ground. The practice of gender governance has guided NGO Forum in taking specific measures to address the area of gender mainstreaming in the Organization and its programme intervention.

The Public Health component was also addressed through promoting hygiene behavior, reproductive

health management, facilitating the functioning of Community Clinics and Union Health & Family Welfare Centres, promoting Water Safety Plan among communities, etc. The Forum calls upon sector experts and all concerned to perceive water quality issue as one of the major concerns for Bangladesh and to address it in line with the Goal under SDGs.

Initiatives towards climate resilience, and environmental conservation through waste & sludge management were strengthened in urban areas and refugee camps. In line with this, NGO Forum successfully implemented the urban resilience focused intervention in collaboration with Mymensingh City Corporation chalking out DRR measures. Under the urban WASH intervention, improved access to safe water and sanitation facilities in selected urban slums, community awareness on hygiene promotion and environmental sanitation, and promotion of resilient and inclusive WASH are the areas where focus has duly been made. A collaboration is on going with the Mymensingh City Corporation to explore and design a city corporation led FSM operations following a business model to mitigate second generation sanitation challenges. In the area of humanitarian assistance, the Forum's intervention brought comprehensive WASH & waste management facilities for the camp residents in the

Cox's Bazar areas. Efforts are on going to expand working ties with other humanitarian actors beyond WASH. The upcoming years will depict NGO Forum's expansion in this humanitarian response intervention in Bangladesh.

In the year, NGO Forum has reached its multi-faceted services to **25,08245** poor & disadvantaged people covering **531,967** households in hard-to-reach rural & urban communities. The *Annual Report 2017* is depicting the efforts and achievements of NGO Forum consolidated throughout the year. NGO Forum remains committed with the spirit of taking challenges centering the implementation of Sustainable Development Goals corresponding to its respective focus.

We are grateful to our partners in development and the governing board for their continued cooperation & guidance to NGO Forum on way to contribute to the sector promotion. Hope, the *Report* will be enlightening to its potential readers about NGO Forum's performance in 2017.



S.M.A. RashidExecutive Director

Chapter

NGO Forum for Public Health

Towards an Equitable Society

NGO Forum was established in 1982 as the brainchild of the United Nations Steering Committee in line with the International Drinking Water Supply and Sanitation Decade (IDWSSD). Following a long evolution process, the organization has evolved in the development sector with legal entity in the year 1991. Presently it is involved as the apex networking and service delivery body of NGOs, CBOs and private sector operators in the WASH sector of Bangladesh. In line with the multi-dimensional aspects & challenges in WASH sector, the Forum widened its programmatic domain beyond WASH. Since 2001 the organization is being renamed as the NGO Forum for Public Health.

NGO Forum is thus, serving as a national networking and rights-based service delivery organization. It is engaged to promote WASH, nutrition, health, governance, humanitarian responsiveness, safe migration and climate resilience to contribute to the improvement of public health and safety, especially for the poor, marginalized and excluded segments of the society. NGO Forum implemented several governance focused projects in which successful efforts were made to engage the relevant Local Government Institutions in promoting LGI-led & community-managed services. Climate change adaptation and resilience building is an integral component of these governance focused projects. Maximum projects were implemented in climate vulnerable and hard-to-reach areas of the country. The organization implemented at least 11 humanitarian focused projects. It is also serving emergency WASH interventions incorporating DRR component to the Rohingya refugee population with the support of UNHCR, UNICEF, IOM, HELVETAS and Swiss Solidarity, Association for Aid & Relief Japan, OXFAM, etc. Disaster risk measures against landslides, flash floods, etc. have been incorporated in these interventions.



Mission Statement

Vision

Everyone is living quality life in a healthy society.

NGO Forum is a national networking and service delivery organization engaged to promote WaSH, health, governance and climate resilience to contribute to the improvement of Public Health situation, especially for the poor, marginalized and excluded segments of the society.

Being a rights-based organization, NGO Forum utilizes its proven experiences of working as development partner with all concerned government bodies, LGIs and duty bearers, NGOs, CBOs, private sector, civil society, media, national and international agencies, development partners and other stakeholders.

With a committed and decentralized work-force and strong network, NGO Forum strives to bring an enabling environment by complementing the implementation of all relevant national policies.



Goals

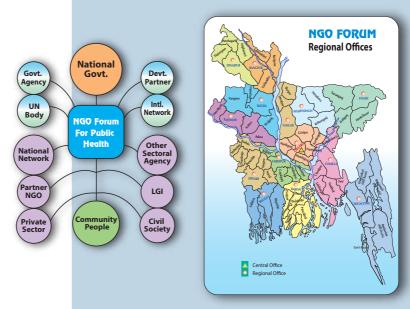
- Contributing to poverty alleviation focusing on social inclusion.
- Ensuring access to safe and sustainable water, environmental sanitation and health care services and facilities.
- Promoting sustainable environment in adaptation to climate change focusing on disaster risk reduction.

Core Values

- 1. Concern for the women, children, poor and hard-to-reach.
 - 2. People's rights & human dignity.
 - 3. Gender & equality.
 - 4. Social inclusion & safety net.
 - 5. Humanitarian responsiveness.
 - 6. Green environment.
 - 7. Good governance.
- 8. Networking & partnership.

The Network

NGO Forum has decentralized working structure covering all 64 districts of the country. It has set up 14 regional Offices considering strategic regional points of the country. It maintains a partnership strategy in implementing its country wide programmes and has a network of around 850 partner NGOs. The partner NGOs are leading and reputed organizations in respective regions and has wide experience of implementing WASH, public health, climate resilience, emergency-based and DRR projects. They have strong community base in the working areas. Within its networking sphere, are also the relevant national and international agencies and stakeholders ranging from the policy-makers and civil society to the resource sharing partners.



Programmatic Strategic Issues

- Public Health
- 2. Environment and Disaster Management
- 3. Water Resource Management and Quality
- 4. Arsenic Mitigation
- 5. Sustainable WaSH Management
- 6. Hard-to-Reach and Equity
- 7. Gender Equity
- 8. Capacity Development
- 9. Governance and Transparency
- 10. Urban WaSH & Health Management
- 11. Waste Management
- 12. Food Security and Safety
- 13. Humanitarian Assistance
- 14. Networking and Advocacy
- 15. Research and Innovation
- 16. Protection and Social Safety Net

Major Programme Components

Water Supply & Sanitation

NGO Forum promotes context-specific alternative water and sanitation technologies feasible for six different ecological zones serving the hard-to-reach population i.e. geographically remote, poor, climate vulnerable, women in vulnerabilities, ethnic, minority groups, low income communities in urban slums, and persons with disability. It is driven in line with SDG 6 that sets out the target of ensuring availability and sustainability of water and sanitation for all. NGO Forum has increased concentration of undertaking research activities

centering the areas of water quality, fecal sludge management, participatory management of water sources, and so on. Sanitation marketing is another growing focus under its intervention. The approach is to link WASH with livelihood support for greater sustainability.

Health & Hygiene

NGO Forum focuses on preventive health care measures emphasizing on WASH as an essential part of it. Through its diversified intervention the Forum has integrated WASH with primary health care, nutrition, hygiene with particular focus on menstrual hygiene management, arsenicosis management, psychological health issues, and disability. NGO Forum is gradually expanding into the field of nutrition leveraging WASH with nutrition actions. The attention is also on the causal linkages between WASH and nutritional outcomes, as well as other social outcomes.

Humanitarian Assistance

NGO Forum has expanded its working sphere in the humanitarian assistance field since 2016 that has been adopted as strategic direction under its ongoing organizational Strategic Plan. In recent times it has partnered with leading UN bodies in the Rohingya Refugee intervention in Cox's Bazar region. WASH and livelihood are the sector engagement of NGO Forum in Cox's Bazar. The possibilities have widened for entering into the protection sector through integrating WASH with the social outcomes associated with Protection.

Environment & Disaster Management

WASH facilities promoted by NGO Forum features climate resilience and environment-aptness. DRR is addressed as an integral part of WASH intervention at urban and rural working areas. NGO Forum also takes

the initiative of developing capacities of relevant stakeholders ranging from government authorities to partner organizations and community volunteers. It has facilitated the process of community & institution-based disaster preparedness actions helping reduce the disaster vulnerabilities at these levels. The Forum analyzes climate change effects in the climate vulnerable eco-zones and incorporates context-specific actions, etc to reduce the environmental impacts. The Forum engages in active network and alliance building on disaster, environment and climate change areas.

Governance & Rights in Service Promotion NGO Forum works towards establishing poor & disadvantaged people's access to available public resources through increased civic engagement and pro-poor service delivery. It promotes equitable

allocation through participatory planning engaging community people, CSOs and service providing authorities. The Forum also conducts stakeholder analysis and identifies their possible ways of engaging in a participatory monitoring mechanism. NGO Forum now capitalizes on its tested governance approach in promoting the mechanism. Necessary technical support is provided in facilitating the LGIs to develop linkage with social accountability to institutional policy and procedures. Capacity building programmes targeting relevant LGIs, duty bearers, and stakeholders in this regard are undertaken by the Forum. These initiatives also target to increase their responsiveness in local decision-making for ensuring accountability in services like health, education, agriculture and social safety net programmes of the Government.



Chapter

Annual Programme in Review: 2017

In 2017 NGO Forum for Public Health has reached its services to about 2.5 million beneficiaries elevating their well being in terms of public health, civic empowerment, and livelihood. In the present sectoral context, NGO Forum has expanded its programme direction in the fields of Environment, DRR, Urban WASH, Urban Health, Humanitarian Assistance Programme (HAP), Emergency WaSH and Nutrition, Human Rights and Governance, and overall livelihood and capacity development of the disadvantaged people. Emerging challenges of Urban WASH and fecal sludge management, WASH in refugee context and rural community context, people's engagement centering governance & rights practices, nutrition in disaster period context, etc were among the major interventions carried out.

Contribution to National WASH Promotion Under this banner, NGO Forum continued playing its role to promote WASH governance in partnership with sectoral actors, LGIs and local NGOs, upholding the spirit of the national strategies and the sectoral learning. It has been involved in the working group on Regulatory Framework on FSM. It is also involved as the member of National Steering Committee on WASH and also on the SDGs. NGO Forum, in partnership with Chittagong Water Sewerage Authority (CWASA), is supporting their mandate to develop integrity management through accelerating integrity, transparency and accountability in water management.

Under direct service delivery, a total of 465 context-specific water supply technologies were installed & repaired benefiting 74,273 beneficiaries of 13,882 households. In the area of hygienic sanitation, 178,564 sanitary latrines were promoted bringing 199,606 households under improved sanitation coverage. Constant efforts were made to scale-up WSS technologies complying with local needs and changing geophysical contexts.



NGO Forum's major urban WaSH programme was carried out in selected wards of the Mymensingh City Corporation which brought 116,415 urban low-income community people under DRR and Waste Management services. Sanitation marketing was promoted in selected unions covering 192 upazilas of 28 districts of Bangladesh creating 170,000 demands for hygienic latrines at household level. Under the humanitarian response intervention for the Rohingya refugees, WASH was the major emergency service provided in 2017. 185,000 refugee population have received services within the registered camps and extension areas. Solid waste management and providing with alternative renewable energy are the other two major activities covered for the refugee population. 23 bio-gas plants were constructed and 76 were repaired as part of it. In the extension areas, NGO Forum has also developed some lime stabilization ponds with drying bed which is being used for dislodging of the latrines.

Ensuring Water Quality

NGO Forum, through its Water Quality Testing Laboratory, tested around 2,429 samples covering around 35 types of parameter of drinking water and wastewater collected from 768 water points. Among the total number of samples 1,082 numbers of samples tested from around 369 water points under the NGO Forum's different programme provision. Bacterial contamination was found to be present in around 3.6% of Shallow Tubewell water while the same source also contains 27.3% arsenic contamination. The Laboratory also provided support to NGO Forum and different projects implemented by it using its bacteria testing field kit namely MicroKit. Alongside different national and international organizations/agencies were rendered WQTL's services on regular basis.



Addressing Health & Hygiene

Under the hygiene promotion component, health education for school children, environmental hygiene particularly within the refugee camp context, food hygiene were covered through a range of sessions conducted targeting different categories of the target population. In total 4,148 hygiene promotion related activities were conducted in 2017 engaging 84,000 individuals. Under the environmental hygiene component, distribution of hygiene kits, hand washing devices, garbage bins, construction of bathing cubicles for women & girls, bio-gas run kitchen operation & maintenance, repairing & maintenance of drainage landfill sites and solid waste management facility, maintenance of ABR and filtration bed, etc activities were carried out. In total, 26,555 of such options were established bringing benefits to 653,134 individuals. NGO Forum's IEC/BCC materials have been in wide use by the sector actors for hygiene promotion.



Under the health component, NGO Forum expanded its network with MoHFW and DGHS reproductive health of adolescents, nutritional aspects of mother & child particularly in emergency context, functional aspects of Community Clinics, etc. The School WaSH Programme, hygiene sessions, promoting School and Community Latrines with menstrual hygiene facilities, all together contributed in bringing health benefits for the poor and disadvantaged. School WASH Programmes were carried out at 190 schools benefitting 8429 school children. Separate arrangement for menstrual hygiene practices has been ensured for all the School Latrines installed for girls contributing to the increase of girls' school attendance.



DRR Measures and Emergency Intervention

NGO Forum addressed the DRR component in its on-going WASH, health & urban resilience intervention starting from vulnerability analysis to awareness building of communities, capacity building of LGIs and promotion of climate-resilient technologies. Knowledge and capacity of the vulnerable communities and LGIs and their relevant committees on disaster-resilient WASH intervention was increased through various capacity building, promotional and rooted advocacy programmes. The type of disaster risks covered under urban DRR are fire accident and infrastructure collapse. 400 Volunteers are capacitated and 7 institution based disaster risk reduction plans were developed engaging all relevant stakeholders in 5 wards and 2 schools of Mymensing City Corporation. Three mock drill demonstrations were executed to prepare community people about their roles for different preparedness and response measures for the identified disaster risks.

In 2017, NGO Forum partnered with *UN Joint Programmes on support for North West Bangladesh Floods* providing emergency WASH and nutrition services under several phases. The WASH component included construction of emergency resilience improved household latrines and latrines for people with different needs. Nutrition services included screening for malnutrition amongst children under five; referral support for children detected with SAM at





community level; inpatient treatment of children with SAM in health facilities; cash transfer to families of every child that was admitted for SAM treatment; IYCF promotion for PLW; unconditional cash transfer for PLW to cover their additional nutrition needs.

In partnership with UNICEF, the Forum has implemented emergency WASH intervention for the newly arrived 6,500 Rohingya refugee population as well as 8,500 host community population in Ukhiya Teknaf upazilas under Cox's Bazar district. The major supports provided to the targeted communities included emergency latrines construction; rehabilitation of broken latrines; construction of disable and gender friendly emergency latrines, hygiene awareness sessions; hand-washing device distribution and construction of bathing cubicles for

women and adolescents. Under another UNICEF-supported intervention, **55,300** people in host communities and makeshift settlements including **8,820** children were benefitted by WASH services at learning centres and child-friendly spaces in makeshift settlements. Under a Provision of Life-saving WASH Services to the Rohingya Refugees Population, around **195,000** liters were provided daily to over **50,000** people through water treatment and trucking;





additionally, installed more than 50 tube wells serving a significant number of people. Also in 2017, around 37,500 people in the cyclone Mora affected two upazilas had been benefitted and were protected against water and sanitation related diseases through the provision of the project supports.

Humanitarian Assistance

The year is marked with NGO Forum's increased presence in the areas of humanitarian assistance besides its regular interventions and governance & rights promotion. It has been one of the continuing partners of UNHCR for WASH in Rohingya Refugee interventions. However, the Forum, in 2017, also explored partnership opportunities with other humanitarian actors and beyond WASH, the reflection of which will be seen in the coming year. Addressing the August 2017 Influx, the Forum is currently working in 9 camps including new extension areas. It has carried out intense WASH interventions in two extension areas of Nayapara and Kutupalong in 2017 to improve the overall WASH situation along with improved waste management. Presently, the Forum is acting as the WASH Focal in KTP & NYP RC, Camp-05, 17, 26, 06 and Host Community of Ukhiya. In 2017, it reached out to 185,000 refugees covering the emergency water supply and emergency sanitation service. Fecal Sludge Management (FSM) activities had been conducted throughout the project period for proper management of sludge in all working locations.





Promoting Governance and Human Rights

NGO Forum geared up its role in pormoting participatory planning in selected rural areas featuriung climate vulnerable and poverty struck population. The target has been to promote equitable allocation of the available public resources in the areas of health, education, agriculture and social safety nets services. Women's participation and active role playing is encourgaed across the interventions. Greater engagement of the relevant service providing institutions was navigated to smoothen the process. Initiatives such as advocating in favor of the actual poor in availing the Social Safety Net services of the government at union level, initiating Citizens' Information Desk at upazila level, including CBOs into UPs' standing committees, implementation of social accountability tools by different stakeholders, forming Civil Society Forums, arranging Public Hearings, etc helped materializing governance by the LGIs. The entire process has contributed to establish participatory governance mechansim at Local Government level. The Forum is gradullay exploring and expanding its intervention in this approach.

Enhancing Stakeholders' Capacities

The Forum carried out its capacity building initiatives for its partners and local allies which includes the Local Government Institutions (LGIs) such as Union Parishads/Upazila Parishad/Municipalities/Ward Committees/Union, Upazila & District Disaster Management Committees/Union Parishad Standing Committees/ Community Clinics/ WASAs etc. In 2017, its Training & Capacity Building component rendered 7,541 individuals with knowledge and skills covering areas of human rights, WaSH governance, gender governance, disaster preparedness, urban risks & resilience, community clinic management, hygiene behavior, food security, budget tracking, waste management, etc. 107 urban volunteers were trained by Fire Service and Civil Defense on First Aid, Search & Rescue, etc that contributed to reactivating the Disaster Management Committees (DMCs) and Urban Volunteer groups (UVGs) under the Urban Resilience programme.



Networking & Collaboration

Following its spirit of 'networking & partnership', constant efforts were made to play active role in the areas of climate-resilience, WaSH rights & governance, pro-poor Urban WaSH & DRR services, food security, gender parity, coordinated humanitarian assistance, and so forth under sectoral platforms.NGO Forum is widely experienced in providing context-specific solutions for water supply and sanitation, both in the context of climate change aggravated environmental degradation and in emergencies and has used the networking platforms in scaling up these experiences. It has been active with networks such as FANSA, WSSCC, BAWIN, GWP, BWP, STREAMS, WIN, SKAT, IRC, SCO-B Gender Platform, WaSH Cluster, CFGN, BPEN, CANSA, Disaster Forum, Anti Poverty Platform, Governance Advocacy Forum, etc. Under the urban WASH intervention, DNCC, DWASA, DPHE, and House Building Research Institute were among the partners in collaboration. Collaborative initiatives have been taken in research & innovation, particularly addressing community participation with the Stockholm University of Sweden, the Swedish Research Council, 3ie, the IGC and JPAL-GI. In the health arena, extended networking relation is promoted with MoHFW and DGHS. Besides, the Forum was involved with IPHN and UNICEF for developing IYCF-E (Infant and Young Child Feeding in Emergencies) Guideline.



Research Initiatives contributing to **Programme Designing**

NGO Forum undertook several research works that directly contributed to programme designing with more effectiveness and efficiency. The topics covered under NGO Forum's research component in 2017 were - exploring the contributions of community & impact of participatory decision-making in programme sustainability; Mechanisms of Participatory Development: Fairness Norms and Value of Participation; and Baseline Survey on Faecal Sludge Management in Mymensingh Municipality. The findings along with recommendations of all these initiatives were regularly shared with the relevant stakeholders ranging from policy-makers to the CBOs through NGO Forum's regular information channels.

Summary of Performance 2017

| SI. No. | Component | Event | No./Beneficiary |
|---------|--|---------------|-----------------|
| A. | Software Services | | |
| | Advocacy: | | |
| | Policy Advocacy | 4 | 153 |
| | Rooted Advocacy | 506 | 101,563 |
| | Campaign through Print & Electronic Media | 2 | Uncountable |
| | Displaying of UP Citizen's Charter | 69 | Uncountable |
| | Information Management & Dissemination: | | |
| | Seminar & Workshop on Strategic Issues | 5 | 175 |
| | Observance of National & International Day/Month | 18 | Uncountable |
| | Organizational Annual Report | 1 | 750 |
| | Project Brochure | 1 | 1,000 |
| | Training & Capacity Building: | | |
| | Human & Technical Skill Development | 322 | 7,541 |
| | IEC-BCC Material: | | |
| | Poster | 2 | 2,700 |
| | Sticker | 4 | 8,000 |
| | Flash Card | 2 | 200 |
| | Flip Chart on Environment and Health Hygiene | 1 | 200 |
| | Wall Painting / Bill Board on Hygiene Education | 12 | Uncountable |
| | Diary / Year Planner | 2 | 2,000 |
| | User Manual for Bio-Gas | 1 | 1,000 |
| | Water Technology Manual | 2 | 2,000 |
| | Sanitation Manual | 1 | 2,200 |
| | Promotional Activity: | | |
| | Hygiene Promotion Session / Campaign | 4148 | 84,000 |
| | Rights and Governance Campaign | 3843 | 122,215 |
| | School WaSH Programme | 190 | 8,429 |
| | Disaster Management Programme | 42 | 1,741 |
| | Health & Hygiene | | |
| | Promotion of Water Safety Plan | 1190 | 17,430 |
| | Health Camp on Dental Care | 1 | 160 |
| | Handwashing Device Provided | 5710 | 77,600 |
| | Hygiene Kits Provided | 7684 | 37,995 |
| | Bathing Cubicles for Women and Adolescents | 2398 | 60,962 |
| B. | Hardware Supports | | |
| | Water Supply: | 427 N | (4.000 |
| | Deep Tube well/Deep-set Pump & Shallow Tube well | 437 Nos. | 64,099 |
| | Alternative Water Options | 28 Nos. | 10,174 |
| | Sanitation: | 170.000 | 950,000 |
| | Improved Latrine with off set pit School Latrine Installed | 170,000 | 850,000 |
| | | 10 | 3,300 |
| | Emergency Latrine Construction / Hygienic Latrine Chambers Latrine Block Construction | 5,526 | 86,160 |
| | Plastic Latrine | 112 | 2,800 |
| | | 106 585 | 2,650 |
| | Latrines for people with different needs | | 1,317 |
| | Repaired Latrine Options / Decommissioning of existing unusable/unsafe latrines WQTL: | 2,225 | 48,192 |
| | Water Quality Testing in Laboratory | 2,429 Samples | Uncountable |
| | , , | | |

NGO FORUM'S INTEGRATED PROGRAMME

Hardware Supports

Consists of MATERIAL SUPPORT to improve WatSan, Environment & Health situation e.g.

- a. WatSan Technological Options
- b. Essential Health Services & Facilities
- c. Green Technologies & Services

Software Services

Comprises of all the SERVICES needed to enhance capacity of the local organizations and sensitize the policy-makers, implementers, LGIs, private sector, media representatives, civil society and the community people.

Advocacy & Information Services

- a. Advocacy on policy & Strategic Issues
- b. Information Services
 - Processing & dissemination
 Documentation of success & learnings

Monitoring & Evaluation

- a. Participatory Monitoring
- b. Result-based Monitoring
- c. Evaluation of Programme Outcome

Training & Capacity Building

- a. Human Skill Development Training
- b. Technical Skill Development Training

Resource Centre Services

- a. Knowledge Broker & Clearing House
- b. Information & Documentation Archive
- c. Capacity Development
- d. Knowledge Development & Collaborative Programme

Community Mobilization

- a. Sensitization of Partners
- b. Sensitization of Community Allies
- c. Promotion of Mass Awareness

Development Communication

- a. Communication with Stakeholders
- b. Development of IEC & BCC Materials

Env. Mgt. & Public Health

- a. Awareness on Climate Adaptation & Disaster Preparedness
- b. Sensitization on WatSan & Public Health
- c. Provision of Technical know-how
 - d. Environmental Impact Assessment (EIA)

Research

- a. Descriptive Research
- o. Associational Research
- c. Interventional Research

Chapter 3

The Programme - in Details

Contribution to National WASH Promotion

As integral part of Public Health, NGO Forum continues its WASH promotion intervention through software and hardware services. Water governance has been a priority issue for the Organization in recent years and much effort and initiatives have been poured into that direction.

In the arena of hygienic sanitation promotion, NGO Forum has carried on exploring the sanitation marketing approach that brings in affordable product designs along with promotional campaigns. The approach is binary contributions. On one hand it has contributed to increase hygienic sanitation coverage among the poorest sections of the rural population; while on the other hand, it has promoted & boosted profit-making business for the local vendors that subsequently increases the availability of sanitary products in local market.

In 2017, NGO Forum carried out its regular safe hygiene promotion activities within its working areas. Concurrently, it has worked to conserve environmental hygiene and promoting health through the prevention of human contact with the hazardous environmental conditions. Unsafe health conditions associated with the lack of healthy food, clean water, control of vectors and clean premises. Hygiene targets were focused on management of waste produced by human activities. Under the urban WASH programme, a model of improved sanitation and easy access to safe water supply was demonstrated in selected areas of slums. The model has led towards drawing a FSM (Fecal Sludge Management) strategy for the Mymensingh City Corporation.



Being a networking & service delivery body in line with its mandate, NGO Forum continued regular collaborations with like-minded national stakeholders and development partners in directing policy agendas in favor of the rural unserved & hard-to-reach, and the urban low-income communities. NGO Forum is active with networks like FANSA, WSSCC, BAWIN, GWP, BWP, FSM Network, STREAMS, WIN, SKAT, IRC, SCO-B Gender Platform, WaSH Cluster, CFGN,



BPEN, CANSA, Disaster Forum, Anti Poverty Platform, Governance Advocacy Forum, etc. Under the urban WaSH intervention, DNCC, DWASA, DPHE, and House Building Research Institute were among the partners in collaboration.

Promoting Water Governance

NGO Forum is working with Chittagong Water Sewerage Authority (CWASA) with the mandate to support integrity management through accelerating integrity, transparency and accountability in water

management.
The intervention
is contributing
to strengthening
service delivery
including
customer
services, revenue
collection and



staff efficiency through implementing Integrity Management tools box.

As part of advocacy, NGO Forum has been actively involved in preparing the Regulatory Framework on FSM (Fecal Sludge Management). Considering the strong advocacy role and its contribution to the WASH sector, the Government has adopted NGO Forum as the member of the National Steering Committee on WASH which is the highest policy making body under the Ministry of LGRD&C; and also is the member of the National Steering Committee on the SDGs.



NGO Forum has closely worked in these areas with the community beneficiaries and Local Government Institutions (LGIs) steering their role in promoting LGI-led & community managed WaSH governance. It has developed intimate working relations with the local government tier and all relevant stakeholders including the Upazila Parishad and respective district administration. The key working approach has been to establish and strengthen governance at the Local Government tier and put UPs in the lead in

promoting pro-poor WaSH/DRR/CCA services in the selected poor & disadvantaged rural communities under the target hard-to-reach working areas (unions).

Considering the NGO Forum's presence in Cox's Bazar in the ongoing humanitarian response intervention, NGO Forum has been able to establish a strong working base and the required relation and reputation with the relevant counterparts like; RRRC, CICs, Camp Committees, Majhees, WASH Committees along with a well-functioning structures with office and store facilities. To ensure the due compliances of the sector and the sector coordination bodies, NGO Forum has been maintaining an effective inter agency collaboration with the relevant agencies. It has the presence along with well-functioning office set-up and functional structures of Nayapara and Kutupalang extension areas since the establishment of the refugee settlement in September 2017 and in 2 registered camps since March 2016.



Urban WASH

NGO Forum is exclusively working with the Mymensingh City Corporation for combating the major problems especially in relation to sanitation facilities and solid & faecal waste management which are aggravating the risk and vulnerability of the city dwellers. This is being achieved through supporting development of sustainable waste management system, support increased access to urban water, sanitation and hygiene services and establishment of fecal sludge management system. It demonstrated a model of improved sanitation and easy access to safe water supply in selected areas of slums in the city. Recent highlights for this intervention included improved access to safe water and sanitation facilities in selected urban slums, community awareness on hygiene promotion and environmental sanitation, and promotion of resilient and inclusive WASH.

Major activities included construction/re-activation of water stand points with hand tube-well or with underground water reservoir (depending on available water resource); establishment of WASH users' committee and their inception meeting in slums; supporting WASH users' committee meetings; maintaining regular water quality monitoring and surveillance activities; and making provision of maintenance tools for the water points.

To ensure supply of safe water to the community during 2 cycles of water quality tests (pre and post installation) have been conducted for all 6 water stand points with hand tubewell or with underground water reservoir facilities. The test variables were Fc, Fe, Mg etc. The Project provided a set of maintenance kit for each water facility. These kits included pipe range; 12" slide range, wire brush and thread tape. It is expected that caretakers will be able to fix any small scale plumbing related problem with the help of this toolbox in future.

Under the supervision of City Corporation Engineer and Project Engineer, 6 WASH blocks have been constructed at Duldul, Islambag and Bihari camps where around 360 HHs will be benefited. The Persons with Disabilities were given more focus while many facilities in the Bihari camp were reconstructed. Alternative sanitation options for the users were arranged during the construction period following their needs. In the process, the project facilitated different discussions with slum management



committee as well as community for finalizing the space for those.

WASH users' committees have been formed in selected working areas. In Mymensingh, the committees are formed in Duldul Camp, Abashon Slum, Islambag Slum, and Atanipukur Par. The meetings kept record of users' contribution, bank account status, maintenance system, caretakers' roles & responsibilities, and other issues centering respective facilities. The meetings created equal space both for male and female beneficiaries. This urban WASH intervention also involved beneficiaries in every stage of project implementation starting from needs assessment, site selection especially to the faecal sludge treatment facilities. In each step of planning, monitoring, decision-making, beneficiaries, city corporation and different level stakeholders were involved through participatory process. As beneficiaries were able to represent in the PIC (Project Implementation Committee) so in this way representative of community groups provided with their regular feedback on construction work, its quality, appropriate site selection, etc. Their feedback was discussed in the committee regularly and decision was taken as a group. The intervention is in the process of designing a sustainable municipality/city corporation led FSM operations to mitigate second generation sanitation challenges of the town as well as to have an idea to establish FSM strategy of the Mymensingh City Corporation and ensure the service for the poor and marginalized community of the town. To meet this requirement, NGO Forum undertook a programme for site visit to a co-composting plant at Sakhipur Municipality in Tangail on 28 November 2017. The visiting team consisted of DoE Authority, Municipal Authority, Counsellor, Civil Engineer, Environment Affairs expert, NGO representatives and others. This initiative contributed to strengthen their knowledge & ideas on scientific faecal sludge management related issues. Moreover, the participants acquired idea how they can be benefitted economically by turning waste into resources.

Water Quality Management and Arsenic Mitigation

Water pollution is one of the significant dangers to general wellbeing in Bangladesh. The drinking water quality is inadequately overseen and checked. Drinking water sources, both surface and groundwater are debased at various levels with different contaminant like coliforms, harmful metals and pesticides all through the nation. Anthropogenic exercises like discharging of industrial effluents and aimless utilizations of agrochemicals in agribusiness are the potential factors adding to the crumbling of water quality. Despite the situation Bangladesh has for many years enjoyed almost universal access to drinking water, but the ground water arsenic contamination lowered the service coverage to below 80 percent. Drinking water access in the country is widespread among them tube well is major, but around half of the drinking water consumed fails to meet water safety standards. Overall, 41.7 per cent of the population had source water with detectable E. coli, while this value was 61.7 per cent for household samples, reflecting contamination occurring at the household level. In urban areas of Bangladesh, piped water supply reaches only about one-third of the population, and there is no systematic sewer disposal and treatment system. Only Dhaka, Bangladesh's capital city has a sewer system, and it serves just 18 percent of the city. Planning and service delivery are often improved water option based and water quality is either neglected or less priority issue resulting widespread of waterborne disease, which fuels rapid transmission of gastrointestinal pathogens that can have disastrous impact on health and nutrition. Safe drinking water is one of the major preconditions for improving public health condition where both quality and quantity equally important. Understanding this phenomenon NGO Forum has been continuing its water quality testing services

through different means including continuation of Water Quality Testing Laboratory (WQTL) related services. It is one of the unique examples in non-government sector to reach out the grassroots need.

Besides providing testing services at field level the WQTL has capacity to test around 40 types of major drinking and wastewater quality parameters using sophisticated instrument and standard analytical procedures. The WQTL also producing bacteria testing kit namely MicroKit for examining bacteria in drinking water at ambient condition for field level use and result can be easily interpreted through observing the changes of media color.

Water Quality Test in Laboratory

The Water Quality Testing Laboratory (WQTL) conducted water quality test of around 2,429 samples covering 35 types of parameters of drinking water and wastewater. The samples were collected from around 768 water points which covered groundwater and surface water as source. Among the total number of samples 1,082 numbers of samples were tested from around 369 water points under the NGO Forum's different programme provision. Apart from the services the laboratory also provided support to different NGO Forum's project and organization through its bacteria testing field kit namely MicroKit. Alongside different national and international organizations/ agencies were rendered WQTL's services on regular basis.

Adroit Environment Consultants Ltd.,ARBAN, BMDA-Rajshahi, BRAC, OXFAM, UNHCR, UNICEF, DPHE, WB-WSP Doyel Environmental Foundation, Drink Well, Impact Foundation, Kazi Farm Group, Sapla Mohila Sonstha, Simbiosis Bangladesh, Sonali Shopno Welfare Trust, World Vision BD and many others used WQTL facilities on regular basis.

Parameters Tested in WQTL

| Cluster of Parameters | Total Number of Test |
|---|----------------------|
| Physical and aggregate properties (pH, Alkalinity, Conductivity, Hardness, Salinity, TDS, TSS, TS, Turbidity) | 619 |
| <i>Metals</i> (Antimony, Arsenic, Cadmimum, Calcium, Chromium, Cobalt, Iron, Lead, Magnesium, Manganese, Nickle, Potassium, Sodium, Zinc) | 1,255 |
| Inorganic nonmetallic constituents (Ammonia, Chloride, DO, Fluoride, Nitrate, Phosphate, Sulphate) | 252 |
| Aggregate organic constituents (BOD, COD) | 64 |
| Microbiological examination (TC, FC, E.coli) | 239 |
| Total: | 2,429 |

Source of tested samples

| Source of Samples | NGO Forum | Others |
|--|-----------|--------|
| Surface water source based water options (PSF, Pond, River etc.): | - | 114 |
| Groundwater source based water options (Shallow TW, Deep TW, DSP, Tara Pump, AIRP Dug/Ring Well etc.): | 369 | 285 |
| Total: | 369 | 399 |

Water Quality Status of Selected Parametres

| | Arsenic | | | Iron | | | FC | | | Manganese | | | | | | |
|-----------------------------|------------|---------------------|--------|-----------------------|------------|--------------------|--------|-----------------------|------------|--------------------|--------|-----------------------|------------|--------------------|--------|-----------------------|
| Name of Water Options | Total Test | Safe (<0.05 ppm) | Unsafe | % of Contamination | Total Test | Safe (<1.0 ppm) | Unsafe | % of Contamination | Total Test | Safe (0/100 mL) | Unsafe | % of Contamination | Total Test | Safe (<0.1 ppm) | Unsafe | % of Contamination |
| Shallow Tubewell | 370 | 269 | 101 | 27.3 | 131 | 64 | 67 | 51.1 | 55 | 53 | 2 | 3.6 | 134 | 132 | 32 | 23.9 |
| Deep Tubewell | 117 | 111 | 6 | 5.1 | 120 | 40 | 80 | 66.7 | - | - | - | - | 115 | 87 | 28 | 24.3 |
| Other | 47 | 47 | 0 | 0 | 69 | 69 | 0 | 0 | 28 | 28 | 4 | 14.3 | 65 | 39 | 26 | 40.0 |

Water Safety Plan (WSP)

The concept surrounding water safety is a critical issue for the country's consumers. As it is concerned with the procedures, precautions and policies associated with safety in, on and around bodies of water, it is highly technical and complicated. To introduce the target group population with such a technical concept, NGO Forum continuously conducted a significant nos. of community consultations on the issue. To its target groups, the issue is discussed as the steps to be followed in water supply from catchment to consumer. Easily understandable and user-friendly WSP cataloging chart is introduced among the beneficiaries and used by them.

Water Safety Plan and WaSH Promotion

| SL. | | No. of | Activity | Partio | | |
|-----|---|--------|------------------|--------|--------|--------|
| No. | Activity | Target | Achieve- ment | Male | Female | Total |
| 1 | Orientation on Water Safety Plan for Cakertaker and user Group | 15 | 15 | 50 | 45 | 95 |
| 2 | WaSH user Committee and their Inception Meeting in Slum | 7 | 7 | 246 | 92 | 338 |
| 3 | WaSH Committee Meeting | 28 | 28 | 105 | 520 | 625 |
| 4 | Support WaSH user Committee Meeting | 14 | 14 | 224 | 125 | 349 |
| 5 | Meeting with Camp Committee | 8 | 8 | 160 | 48 | 208 |
| 6 | Community Consultation Meeting / Community Meeting on Decision-making Process for Installation of Water Points/ Community Small Group Meeting | 373 | 357 | 7,512 | 5,718 | 13,230 |
| 7 | Caretaker Selection Meeting | 50 | 50 | 285 | 465 | 750 |
| 8 | Organized Community Dialogues with Adolescent Group | 50 | 50 | - | 165 | 165 |
| 9 | Regular Water Committee Monitoring | 14 | 14 | 14 | 14 | 28 |
| 10 | Follow-up Session on Community Contribution for installing Arsenic-free Tube-wells | 201 | 199 | 512 | 682 | 1,194 |
| 11 | Promotional Activity for RH Cooker | 448 | 448 | - | 448 | 448 |
| | | 1,208 | 1,190 | 9,108 | 8,322 | 17,430 |

Sanitation Marketing

NGO Forum utilized its strengths and expertise in the implementation of the MILIS (Microfinance Institutions Lending for Improved Rural Sanitation) intervention with a view to promoting improved sanitation facilities in the rural areas across Bangladesh through 'sanitation marketing approach' with the technical assistance of the World Bank. The intervention has been implemented in selected unions covering 192 upazilas of 28 districts of Bangladesh.
21 Partner MFIs of PKSF including ASA were the other collaborators in the intervention.

The MILIS intervention has been successful in introducing a feasible sanitation marketing approach for the rural areas of Bangladesh. It has strengthened the existing sanitation programmes of MFIs and contributed in redesigning those in a more contemporary market approach. Local entrepreneurship gained momentum at the upazila level of the local government tier introducing quality sanitary materials and products. The local entrepreneurs have increased their concentration and



investment in producing and selling the hygienic latrines introduced through the intervention. The increased demand and installation of these hygienic latrines have contributed in improving the environmental hygiene of the poor rural households.

The purpose of the intervention has been to provide support to the improved access to sustainable sanitation and hygiene practices among the rural communities living with different geo-physical vulnerabilities. In line with the 'micro-finance-based marketing approach' followed under the Project, improved sanitation options have been promoted among the group members of ASA and group members of MFIs (PKSF Partner Organizations) with the financial assistance/loan. Alongside, a significant number of general people from the respective communities have installed improved sanitation facilities by their own.

Aiming to assist MFIs in developing a market of improved sanitation products by mainstreaming loans to local sanitation entrepreneurs to enhance commercial operations as well as to rural households to purchase and practice improved latrines, NGO Forum for Public Health has played its role in developing the capacity in collaboration with Palli Karma-Sahayak Foundation (PKSF) and their 20 MFI partners and ASA. As a result, the Sanitation Marketing has been promoted and 170,000 households have got access to improved sanitation facilities.

Conduction of Local Entrepreneur (LE) Training

During the reporting period from January 2017 to December 2017, NGO Forum has conducted 28 batches of LE training where 682 participants/LEs participated.



| SI. | Organization | Batch | Participants |
|-----|--------------|-------|--------------|
| 1 | PKSF-MFIs | 20 | 476 |
| 2 | ASA | 8 | 206 |
| Tot | al | 28 | 682 |

Conducted MFI staffs Orientation

During the reporting period a total of 20 batches of MFI staff orientation courses have been conducted, where 445 MFI staffs participated.

| SI. | Organization | Batch | Participants |
|-----|---------------|-------|--------------|
| 1 | PKSF-MFIs and | 20 | 445 |
| | ASA | | |
| To | tal | 28 | 682 |

Demand Creation and Market Promotion Sessions with Credit Group Members

SMOs along with LOs conducted **2,871** demand creation sessions in the credit groups where **170,000** demands have been created. The Sanitation Marketing Officers (SMOs) conducted the session as per the guideline in the respected credit groups.

| MFI Name | SMO Conducted Session | Latrine Demand Created |
|----------------------------|--------------------------|---------------------------|
| 20 MFIs of PKSF and ASA | 5,853 | 170,000 |

Hardware Support for Safe Water & Sanitation Coverage

NGO Forum's hardware support targets a variety of groups and stakeholders comprising of public, private and NGO WASH service providers. To sustain the WASH promotion in the different project areas consideration is given on technological innovation in adaptation and risk reduction to climate change hazards and in terms of the feasibility of geophysical characteristics.

During 2017, a total of 465 water options have been installed benefitting 74,273 individuals from 13,882 households. The target groups are from the poor, marginalized and socially excluded groups within the hard-to-reach area population like indigenous, low caste, persons with disabilities, and women in vulnerability who usually have poor access and remain deprived of government services.

Promotion of Water Options

| SI. | Name of Technology | No. of Installed | Household | People Benefitted | | | |
|-----|------------------------------|------------------|------------|-------------------|--------|--------|--|
| No. | Tunic of Teelmology | Option | Benefitted | Male | Female | Total | |
| 1 | Deep Tube-well/Deep-set Pump | 247 | 7,926 | 21,232 | 24,367 | 45,599 | |
| 2 | Pipe-line Water Supply | 16 | 1,921 | 4,602 | 4,617 | 9,219 | |
| 3 | Shallow Tube-well | 190 | 3,795 | 7,490 | 11,010 | 18,500 | |
| 4 | Construction activation of | 7 | 140 | 235 | 220 | 455 | |
| | Water Stand point | | | | | | |
| 5 | Ring-well | 5 | 100 | 150 | 350 | 500 | |
| | | 465 | 13,882 | 33,709 | 40,564 | 74,273 | |

The Forum continued promoting context-specific alternative sanitation technologies feasible for five different ecological zones serving the hard-to-reach population and the Rohingya refugee population. The promoted Latrines have been proven to be scalable focusing climate hazards, poverty and disadvantaged situation of the population especially in the hard-to-reach areas and within socially excluded groups focusing on human rights.

In 2017, a total of 178,564 improved sanitation options have been installed benefitting 994,419 individuals from 199,606 households.

Imporved Sanitation Promotion in Coverage Area 2017

| SI. | Name of Sanitation Option | No. of Latrine | Household | People Benefitted | | | |
|-----|---|----------------|------------|-------------------|---------|---------|--|
| No. | Name of Samtation Option | Installed | Benefitted | Male | Female | Total | |
| 1 | Emergency Latrine Construction | 4,204 | 14,112 | 30,115 | 36,215 | 66,330 | |
| 2 | Hygienic Latrine Chambers | 1,322 | 3,534 | 9,255 | 10,575 | 19,830 | |
| 3 | School Latrine | 10 | | 1,100 | 2,200 | 3,300 | |
| 4 | Imporved Latrine with offset pit | 170,000 | 170,000 | 410,000 | 440,000 | 850,000 | |
| 5 | Plastic Latrine | 106 | 530 | 1,192 | 1,458 | 2,650 | |
| 6 | Latrines for people with different needs (elderly, child and disable) | 585 | 600 | 605 | 712 | 1,317 | |
| 7 | Latrine Block Construction | 112 | 560 | 1,260 | 1,540 | 2,800 | |
| 8 | Repaired Latrine Option | 2,075 | 9,520 | 20,888 | 23,554 | 44,442 | |
| 9 | Decommissioning of existing unusable/ unsafe latrines | 150 | 750 | 1,688 | 2,062 | 3,750 | |
| | | 178,564 | 199,606 | 476,103 | 518,316 | 994,419 | |

Health & Hygiene and Environment **Conservation**

This sub-chapter narrates NGO Forum's improved hygiene promotion measures in the context of people's adaptation to social accountability approach. Hygiene promotion measures include social mobilization & social accountability through engaging community people in applying social accountability tools and advocacy initiatives with the active involvement of CBOs, LGIs & Government towards sustainability. Moreover, capacity building initiatives are emphasized to maintain WASH efficiently and ensure O&M responsibilities of technologies in partnership among the respective UPs and CBOs.

Hygiene is an integral part of NGO Forum's water and sanitation programme and is also covered through direct hygiene education intervention. It has conducted hygiene education through PHAST approach in communities and schools across rural Bangladesh and in its humanitarian response programme. Separate hygiene sessions are arranged with trained staff for men and women. School WASH Programs include sessions on hygiene/menstrual hygiene management where School Brigades are formed and utilized as a platform for peer learning as well as maintaining hygiene within the school campuses.

Under the health component, NGO Forum, in 2017, went for serving nutrition demands of the population at risk due to natural disasters, especially targeting the women and children from poor households who are directly affected from the disaster phenomenon. The health component is also addressed through increasing working capacity of Community Clinics covering three districts of Bangladesh. NGO Forum maintains collaboration with MoHFW and DGHS in relation to framing its guidelines, manuals, etc incorporating relevant health issues in right manner. Networking is also maintained with the Institute of Public Health and Nutrition (IPHN) to develop understanding on implementation of nutrition programme in Public Health targeting the mother and children especially. NGO Forum is actively involved in the platform of IPHN and Unicef for developing an Infant and Young Child Feeding in Emergencies (IYCF-E) Guideline. NGO Forum has worked with and continues its networking with the Non Communicable Diseases (NCD) wing of the DGHS.



Under the environment conservation, initiatives to reduce disaster risks are another area that NGO Forum has been recently combining its programme interventions with. NGO Forum has initiated School and Community Based Disaster Preparedness along with Disaster resilient technology promotion and also worked for capacity & awareness building of relevant communities and stakeholders on climate change adaptation and mitigation during the reporting period.



Health & Hygiene Promotion Measures

The major activities conducted under Urban Resilience Bangladesh included community-based awareness and campaign, hygiene sessions including distributing hygiene kits; mobilizing resources from private sectors and others stakeholders and capacity building training for the community volunteers. The objectives of the training were to build the required skills among the volunteers for disseminating hygiene knowledge among the community women and adolescent groups and through them the health status will be developed in the slum community of Mymensingh. Area-wise work plans were developed by the volunteers to keep track of the implementation.

Promotion of Hygiene Education

| SI. | Activity | Target | Achieve- | Participant | | | |
|-----|---|--------|----------|-------------|--------|--------|--|
| No. | , reality | 0 | ment | Male | Female | Total | |
| 1 | Hygiene Promotion/awareness Session | 3,572 | 4,114 | 12,342 | 69,938 | 82,280 | |
| | (Male,Female,Children) | | | | | | |
| 2 | Word level Clening Campign | 7 | 7 | 450 | 285 | 735 | |
| 3 | Cooking Demonstration | 8 | 8 | | 240 | 240 | |
| 4 | Campaign for WaSH promotion | 5 | 5 | 195 | 130 | 325 | |
| | (Film Show, Popular theatre and rally) | | | | | | |
| 5 | Block Cleaning Campaign by WaSH Committee | 14 | 14 | 252 | 168 | 420 | |
| | | 3,606 | 4,148 | 13,239 | 70,761 | 84,000 | |

Through arranging awareness campaigns the Urban Resilience Bangladesh intervention promoted cleanliness and proper waste management into ward community. As waste management is the prime problem in Mymensingh and disposal of wastage created water logging among the city, so most of the community people including Volunteers, WDMC, CBOs, City Corporation representatives, and students participated in the campaign including door to door visit, rally, leaflet distribution, drain cleaning etc. A discussion was also held with the Landlord of 11 no ward by ward counsellors about their role for developing solid waste collection of 11 no ward. Those campaigns gradually increased the level of awareness at both individual and community level as well as contributed to make a platform where the City Corporation was made accountable for its proper management.

Under the humanitarian response intervention NGO Forum has undertaken number of construction, reconstruction, rehabilitation, repairing & maintenance and cleaning activities to ensure that all

facilities remain functional with effective fecal sludge management system in place. Comprehensive awareness programmes have also been undertaken through different kinds of mass awareness programs including effective hygiene promotion session on Water Safety Plan (WSP), menstrual hygiene, hand washing, environmental hygiene, sanitation, personal and food hygiene. To ensure community involvement and ownership of the sanitation facilities, the project undertook different coordination mechanisms among the govt. and non-govt. sector stakeholders.

A range of IEC/BCC materials have been developed, printed and disseminated among community beneficiaries and other relevant stakeholders responsible to deliver messages. NGO Forum's IEC/BCC materials are highly recognized in the development field and are in demand & used by other NGOs and partners working in similar development fields. Reproductive health issues; safe water and hygiene issues; personal, food & environmental hygiene maintenance, etc are portrayed through easily communicated pictorial messages.



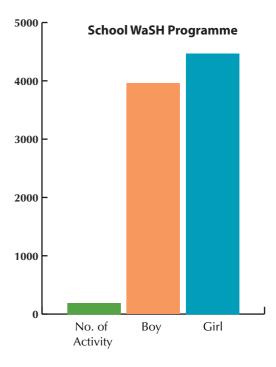
Environment & Hygiene Management 2017

| SI. | Name of Option | Installed | Household | People Benefited | | |
|-----|---|-----------|-----------|------------------|---------|---------|
| No. | runic of Option | Option | Benefited | Male | Female | Total |
| 1 | Distribution of Hand-washing Devices | 5,710 | 13,550 | 34,946 | 42,654 | 77,600 |
| 2 | Distribution of Hygiene Kits | 7,684 | 7,684 | 16,554 | 21,441 | 37,995 |
| 3 | Distribution of Jerry Cans | 2,500 | 500 | 1144 | 1356 | 2,500 |
| 4 | Bathing Cubicles for Women and Adolescents | 2,398 | 7,625 | | 60,962 | 60,962 |
| 5 | Bio-gas plants | 23 | 138 | 2,500 | 3,300 | 5,800 |
| 6 | Emergency Garbage bin | 248 | 7,440 | 16,741 | 20,460 | 37,201 |
| 7 | Fecal sludge management | 29 | 3,190 | 7,178 | 8,772 | 15,950 |
| 8 | Construction of Waste Dumping Sites | 7 | 29,988 | 67,473 | 82,468 | 149,941 |
| 9 | Bucket Distribution for Waste Management | 6,794 | 6,794 | 14,455 | 16,965 | 31,420 |
| 10 | Repairing & Maintenance of Bio-gas Plant & Kitchen | 83 | 498 | | 2,490 | 2,490 |
| 11 | Repairing and Maintenance of STF | 4 | 400 | 900 | 1,100 | 2,000 |
| 12 | Repairing and Maintenance of Bathing spaces | 791 | 3,955 | 8,899 | 10,876 | 19,775 |
| 13 | Repairing and Maintenance of Kitchen | 116 | 580 | - | 2,900 | 2,900 |
| 14 | Repairing and maintenance of drainage, landfill sites and Solid waste management | 29 | 2,900 | 6,525 | 7,975 | 14,500 |
| 15 | Maintenance of ABR and filtration bed | 9 | 900 | 2,025 | 2,475 | 4,500 |
| 16 | Repairing and maintenance of Refuge/Garbage Pits | 106 | 530 | 1,193 | 1,457 | 2,650 |
| 17 | Operation & Maintenance of Incinerators | 16 | 33,554 | 75,469 | 92,241 | 167,710 |
| 18 | Reaction and renovation Construction with drainage (750 ft.) | 1 | 500 | 1,500 | 1,586 | 3,086 |
| 19 | Construction reactivation of multichamber (16) communal wash block (Toilet) with solar panel system | 6 | 30 | 56 | 48 | 104 |
| 20 | Bill board installation | 1 | 5,000 | 7,000 | 7,050 | 14,050 |
| | | 26,555 | 125,756 | 264,558 | 388,576 | 653,134 |

The School WASH Programme has been a successful hygiene promotion endeavor of NGO Forum implemented within schools located at union level. The rural schools have benefitted from the provision created for safe drinking water supply, sanitation and hygiene facilities. Menstrual hygiene management has been well

addressed through this programme. Teachers have experienced increased enrolment and attendance of students in their respective schools. The spillover effect that the intervention brought forth was the motivation created by school students at household level to install hygienic latrines. Also, it has been more convenient to reach the improved hygiene messages to poor households as daughters of these households had very poor level of awareness regarding female education, gender rights, reproductive health, and other issues relevant to produce better health, educational, economic and social outcomes.





Environment Conversation, DRR Measures and Emergency Intervention

Urban Resilience Bangladesh in collaboration with Mymensingh City Corporation and Oxfam Bangladesh

However, number of initiatives has been undertaken to address disaster, environment and climate change issues but still, huge gap exists among community, stakeholders and the policy-makers on the above issues. To prepare for facing the upcoming destructive disasters and reduce the damages, NGO Forum has prioritized the focus on addressing climate change and disaster risk reduction initiatives. Considering the context, NGO Forum will initiate hazard assessment for addressing geographic vulnerabilities and promote Community Based Disaster Preparedness along with Disaster resilient technology promotion and also work for capacity & awareness building of relevant communities and stakeholders on climate change adaptation and mitigation. However, initiatives will be undertaken jointly with different like-minded organizations and networks to enhance capacity building of the actors and institutions to disaster preparedness and rehabilitation.

In Mymensingh district, the Forum has introduced WASH intervention with the incorporation of FSM services as part of waste management. This is a Waste Management focused project jointly with the Mymensingh City Corporation that incorporates WASH, Fecal Sludge Management (FSM), waste management and DRR interventions to tackle Mymensingh city's challenges to waste management. Presently, the project is working to establish a comprehensive Fecal Sludge Management System developing a business model and ensuring the use of its by-product. The project is financially supported by OXFAM Bangladesh.

A half day workshop on waste management was organized in Mymensingh City Corporation. The workshop was chaired by the Assistant Director of Department of Environment, FSCD, CEO of



Mymensingh City Corporation. Representatives from different govt. departments, NGOs, journalists, civil society, TLCC, Ward counsellors, volunteers attended the workshop that identified gaps and possibilities of waste management of Mymensingh municipality as part of mitigating second generation sanitation challenges. The sanitary Inspector of Mymensingh City Corporation has expressed that the master plan developed can now help the City Corporation to manage wastes within its own resources and maintain a well functional system.

During the reporting period, **750** feet drain was also installed at Islambag slum under **18** no ward from where around **1,150** HHs will be benefitted directly. The drainage construction has contributed to reducing the risks related to water logging by properly washing out precipitation during rainy season.



Awareness on Disaster Management

| SI. | Activity | Target | Achieve- ment | Participant | | |
|-----|---|--------|------------------|-------------|--------|-------|
| No. | | | | Male | Female | Total |
| 1 | Ward level Disaster Management Committee Meeting | 10 | 10 | 125 | 65 | 190 |
| 2 | Ward Volunteer Meeting on Urban Risk Deduction Plan | 15 | 15 | 214 | 84 | 298 |
| 3 | Pourasava level Disaster Management Committee Meeting | 2 | 2 | 76 | 26 | 102 |
| 4 | Conduction of Mock Drill | 2 | 3 | 250 | 125 | 375 |
| 5 | Public Hering on Disaster and WAsH Facilities | 1 | 1 | 74 | 22 | 96 |
| 6 | Film show | 8 | 8 | | 240 | 240 |
| 7 | Day Observance | 3 | 3 | 210 | 230 | 440 |
| | | 41 | 42 | 949 | 792 | 1,741 |



Risk Reduction Action Plan (RRAP) in 5 wards and School Safety Plans in 2 schools under Mymensingh City Corporation were reviewed. RRAPs were developed for ward nos. 8, 10, 11, 18 and 19, and school safety plans were developed for Nawmahal Primary School and Bolaspur Primary School. The whole review process was facilitated and validated by respective ward counselors and teachers with the support of project staffs, WDMC members, volunteer groups and students. The process was conducted based on current/emerging vulnerability of the schools. Some issues were found during the process which was related to structural vulnerability, lack of WASH facilities along with the needs of awareness building, resources etc.



Three mock drills were organized during the reporting period with the direct support of FSCD (Fire Service & Civil Defense) in Mymensingh. One mock drill was organized during observation of NDPD 2017. Another 2 ward level drills were organized in May 2017. All the mock drills were arranged by FSCD, supervised by DRRO office (NDPD celebration) where project gave the technical support and project volunteers worked as man power. Earthquake and fire hazards were identified for the drill to consider the most vulnerable situations for Mymensingh. The most vulnerable groups like elderly, children, women, slum people, etc were identified properly in the drills. The mock drill demonstrations have made the community people used to with different preparedness and response measures for the identified disaster risks.





UN Joint Programme on Support for North West Bangladesh Floods (WASH, Food Security & Nutrition)



The 2016 Monsoon season started on 22 July 2016 and the impact of the monsoon increased over the following weeks. An estimated 3.7 million people across 19 districts of Bangladesh were affected by the monsoon-induced floods. Seven thousand four hundred people sought refuge in 69 flood shelters and education institutions. The official estimates indicated that at least 250,000 houses had been destroyed or damaged. Riverbank erosion resulted in a large number of

houses and homesteads getting washed away. 16,770 houses and homesteads were reported completely lost with a further 65,156 partially damaged by erosion.

Considering the existing sufferings and approaching Monga (or lean) season in October and November, based on the HRP, WFP and UNICEF developed a joint programme that aimed at targeting approximately 30,000 households with a focus on the

most vulnerable members of the families and communities. The joint proposal targeted Jamalpur, Kurigram, Sirajgong and Gaibandha districts amongst the five priority districts of HRP.

The joint programme focused on WASH, Food Security and Nutrition interventions, and it provided life-saving services and met the needs of the most vulnerable population, in particular children and women, as well as it protected development



gains and restored livelihood. The programme was implemented from September with different timeframe for each project ranging from three to six months. Considering NGO Forum's vast experience of working with WASH projects (including rural and urban), comprehensive Health and Nutrition (SHN) programme to address the WASH, health issues focusing on vulnerable groups and children, another partnership with UNICEF had taken place with a view to supporting the flood affected population having access to flood resilient WASH services and ensure improved access to nutritional services among children under age five and

pregnant and lactating women. The joint programme was implemented in Jamalpur and Sirajganj. The services provided under the nutrition component included screening for malnutrition amongst children under five; referral support for children detected with SAM at community level; inpatient treatment of children with SAM in health facilities: cash transfer to families of every child that is admitted for SAM treatment; IYCF promotion for PLW; unconditional cash transfer for PLW to cover their additional nutrition needs. The WASH component included construction of emergency resilience improved household

latrines and latrines for people with different needs (elderly, child and disable); private bathing cubicles construction for women and adolescents: Distribution of WASH hygiene kits; and hygiene promotion sessions with focus on WASH in emergency. Through the nutrition supports, 15,000 beneficiaries, including 9,000 under five children and 6,000 pregnant and lactating women, have been benefitted. In the area of WASH, around 75.000 community people including people with different needs (elderly, children and disable) have directly been benefitted.



WASH in Emergency Response of Cyclone 'Mora' in Cox's Bazar

Cyclone Mora made landfall on Bangladesh's coastal region at 6 am on 30 May, with heavy rain and winds estimated at 160 km/h. Initial assessments were that **2,811,465** people had been affected across 12 high-risk coastal districts. Nearly 350,000 people were evacuated on 29 May from affected areas on the southern coast. Houses and properties were damaged, and roads and telecommunications were partially disrupted in Cox's Bazar. It was reported that 70% of the houses in Saint Martin Island and around 3,000 houses in Cox's Bazar had been damaged. Villages were flooded; fisheries swept away and power supply was interrupted. The cyclone

destroyed houses, uprooted trees and breached embankments, and damaged the water and sanitation infrastructures to a great extent.

Based on the joint needs assessment by the UN agencies and international and national agencies, different agencies undertook various programmes to address the damages caused by the cyclone Mora in the coastal areas. Like other development agencies, NGO Forum, with support from UNICEF, implemented a project "WASH in **Emergency Response of Cyclone** Mora in Cox's Bazar" covering Teknaf and Pekua Upazilas of Cox's Bazar districts. The purpose of the project was to support poor communities in Teknaf and Pekua upazilas of Cox's Bazar to improve their sanitation facilities, personal hygiene practice and hand washing facilities. The major components under the project included emergency household latrine construction; construction of disable and elderly people friendly household latrines, construction of bathing cubicles for women and adolescents; hygiene awareness sessions; hand-washing device and hygiene kits distribution. Around 37,500 people in the cyclone Mora affected population of two upazilas had been benefitted and were protected against water and sanitation related diseases through the provision of the project supports.





has been working in the areas of Ukhiya and Teknaf since 1991. According to UNHCR population factsheet, Bangladesh hosts about 889,752 individual Rohingyas from Myanmar who are living in different camp locations in Cox's Bazar district. More than 100,000 Rohingya refugees are also living in the host communities and in certain locations beyond the camp boundaries. Among them there are 211,182 Rohingya refugees including 33,956 registered refugees targeted for the proposed project who are living in the proposed areas. Since March 2016, NGO Forum has been implementing WASH services in two registered camps. After the influx in August 2017, it started its operation in the extension areas of Kutupalong and Nayapara. Most of the WASH facilities have been constructed considering the emergency situation which now require improvement in the design and operational aspects. Different challenges are being encountered in making all the facilities operational considering the environmental and local contexts. As several WASH facilities require decommissioning and population are frequently relocating, there are still significant gaps. As the emergency situation is almost over and the camp situation is going through a transitional phase, there is a need for introducing improved and sustainable WASH services according to UNHCR standard.NGO Forum has experience in delivering WASH supports to the refugee settlements since 1992 in Cox's Bazar. Presently, NGO Forum is acting as the WASH Focal in KTP & NYP RC, Camp-05, 17, 26, 06 and Host Community of Ukhiya. NGO Forum has been providing the WASH services with the support of UNHCR for 153,657 refugee population in the selected camps. The Forum has also extended partnerships with other humanitarian response actors. However, 2017 was majorly engaged with UNHCR supported intervention.

NGO Forum has undertaken a number of construction, reconstruction, rehabilitation, repairing & maintenance and cleaning activities to ensure that all facilities remain functional with effective fecal sludge management system in place. Comprehensive awareness programmes have also been undertaken through different kinds of mass awareness programs including effective hygiene promotion session on Water Safety Plan (WSP), menstrual hygiene, hand washing, environmental hygiene, sanitation, personal and food hygiene. To ensure community involvement and ownership of the sanitation facilities, the project undertook different coordination mechanisms among the government and non-government sector stakeholders.

Project's Population of Concern

The number of persons of concern under the Project is 185,000 and they are directly benefitted in terms of their access targeting that population from the official camps and extension areas living in satisfactory conditions in relation to sanitation and hygiene.



Demographic Data

| Population | ո Planning Group |): | Refugees from Northern Rakhine State, Myanmar | | | | |
|-----------------|--|--------|---|--------|------------|---------|--|
| Sub-group | (if applicable): | | N/A | | | | |
| Age | Male | | Female | | Total | | |
| Group | in numbers | in % | in numbers | in % | in numbers | in % | |
| 0-4 | 2,306 | 52.16% | 2,115 | 47.83% | 4,421 | 13.18% | |
| 5-17 | 6,967 | 50.04% | 6,956 | 49.95% | 13,923 | 41.51% | |
| 18-59 | 6,015 | 41.91% | 8,338 | 58.08% | 14,353 | 42.79% | |
| 60 and > | 439 | 51.93% | 406 | 48.06% | 845 | 2.52% | |
| Total: | 15,727 | 46.90% | 17,815 | 53.10% | 33,542 | 100.00% | |
| Major Sites: | Ukhia Upazila and Teknaf Upazila in Cox's Bazar District | | | | | | |

Another approximately 151,000 new arrival population in the extension areas of Kutupalong and Nayapara are also the target population of this project.

The WASH Intervention under Humanitarian Response Programme

The present WASH scenario in the registered refugee camps under the UNHCR supported interventions is briefed below:

Nayapara Refugee Camp: There are 19,557 registered refugee population living in this camp. Different types of WaSH facilities have been constructed during the reporting year of 2017. The cumulative figure of all WaSH facilities in this camp is: Latrine blocks-200, Latrine chamber-993, Bath house-283, Garbage pit-90, Incinerator-09, Landfill sites-04, Bio-gas plants-49, Community Kitchen-49 with burner 95, Drainage-19,190 running feet. All WASH facilities have been kept functional round the year ensuring the UNHCR service standard through inclusive operation of WaSH services.



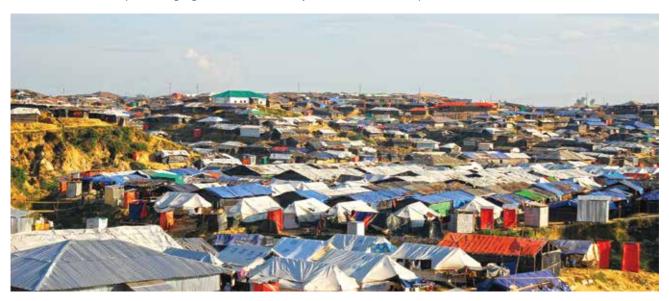
Kutupalong Refugee Camp: There are **13,985** registered refugee population living in this camp. Different types of WaSH facilities have been constructed during the reporting year of 2017. The cumulative figure of all WaSH facilities in this camp is: Latrine blocks-**162**, Latrine chamber-**794**, Bath house-**230**, Garbage pit-**53**, Incinerator-**02**, Landfill sites-**02**, Bio-gas plants-**27**, Community kitchen-**27** with burner **50**, Drainage-**10,236** running feet. All WaSH facilities are kept functional round the year ensuring the UNHCR service standard through inclusive operation of WaSH services.



Considering the recent influx situation and motivation to work, NGO Forum, in partnership and support from UNHCR, has carried out intense WASH interventions in two extension areas of Nayapara and Kutupalong in the reporting year of 2017 to improve the overall WASH situation along with improved waste management. The basic information of two working areas of NGO Forum is described below:

Kutupalong Extension Camp: This area is divided into 27 zones and named by AA to ZA. NGO Forum has been implementing the WaSH operation in 07 zones of Kutupalong Extension Camp and those are AA, BB, DD, EE, OO, PP and UU. These working zones are located within 04 administrative blocks and the total approximate population in these areas is approximately 100,000. NGO Forum has been implementing WaSH interventions under the goal Emergency Response with the support of UNHCR since September2017. Under this intervention, NGO Forum constructed different categories of 1,322 latrine chambers, 732 bathing cubicles, 176 Shallow Tubewells, 52 Deep Tubewells with Deep Set Pump, 104 double chambered garbage bins, 3 solid waste dumping sites and 5 environment-friendly desludging sites in these camps.

Nayapara Extension Camp: A number of cluster blocks have been established in the surroundings of Nayapara camp which have been identified by the Nayapara extension area. The total population in this area is approximately 28,000. In this area, NGO Forum has implemented WaSH intervention under the goal Emergency Response with the support of UNHCR from September 2017. Under this intervention, NGO Forum constructed several WASH facilities such as 277 latrines, 181 bathing cubicles, 05 Ring-wells, 80 temporary garbage pits, one solid waste dumping site and one desludging facility in 2017.



Promoting Community Solid Waste Management and Alternative Renewable Energy

A holistic solid waste management services have been provided through conducting a series of interventions in both the registered camps. Different types of contemporary techniques and methods have been applied in addressing the solid waste management issues like source separation, screening, waste collection, transportation and dumping, incineration, etc. These systems remain operational round the reporting period through proper operation and maintenance.



By minimizing the environmental impact and maximizing the renewable energy and local resources, the solar energy and RHC are the noticeable demonstration for scaling up further for the betterment of mankind. NGO Forum has been promoting the Retained Heat Cooker (RHC) in both



the camps through undertaking different types of initiatives like, documentary film shows, cooking demonstrations, regular promotional/awareness session, community consultation, developing context specific IEC/BCC materials and developing a context specific documentary film with the involvement of refugee people.

Fecal Sludge Management (FSM) activities had been conducted throughout the project period for proper management of sludge in all working locations. At the refugee camps, the present practice is the consecutive storing (transportation) of liquid sludge from holding tank to Sludge Treatment Plant (STF) for further processing. There are some onsite lime stabilization ponds which are being used for desludging of the sludge tank. In the extension areas, NGO Forum has also developed some lime stabilization ponds with drying bed which is being used for dislodging of the latrines.

The project has successfully been able to construct 23 new Bio-gas plants and community kitchen as a part of fecal sludge management as well as alternative renewable energy. During the project period necessary repairing and maintenance initiatives were undertaken in making all 76 bio-gas plants functional. Presently, the existing refugee people are using those bio-gas kitchens with proper knowledge and capacity to manage by themselves.

Risk Management

The impacts on the host community and their livelihood have become a major risk under the intervention. NGO Forum has been involved in implementing a number of quick impact activities benefiting the host communities. An environmental threat encountered during the year 2017 was the cyclone 'Mora'. Several WASH facilities were affected by the devastation cyclone 'Mora' on 30 May 2017 which went through over the coastal areas of Bangladesh. The WaSH facilities like latrines, bathing places and kitchens were destroyed partially/fully and they required repairing under the project. The post recovery of Cyclone 'Mora' was one of the important activities in the refugee camps in the reporting period of 2017. With the support of the UNHCR, NGO Forum completed all recovery works in Nayapara and Kutupalong camps in the month of August 2017. In August 2017, 26 latrine blocks and 04 bathing cubicles were recovered through repairing and rehabilitation works in Kutupalong camp, while in Nayapara camp, 38 latrines, 25 bathing cubicles and 09 bio-gas kitchens



were recovered through repairing and rehabilitation works.

Lessons Learned

- Existing hand washing facilities in the refugee camps do not properly meet the demand due to frequent missing and maintenance requirements. Making the support available for 24 hours is difficult because these devices require to be kept in secured place(s) during night time.
- Refugee people are not proactive proactive to get involved or engaged with the WASH interventions in the camps.
- Roster-wise cleaning approach of drainage and garbage bin has improved the cleanliness & functionality status.
- Community consultation has created a good platform in obtaining response/feedback from community people in order to know the aspirations, understanding context and to find out suitable solutions to the problem regarding WASH.
- Different awareness campaign & camp cleaning activities have better opportunity to involve the general refugee with the WASH activities. It has started to create a sense of ownership among them.
- More awareness sessions are required for the effectiveness and proper use of bath house along with renovation work of superstructure.
- Intensive awareness and follow up activities are needed to ensure proper use of buckets for ensuring solid waste management and meeting the challenges.
- Bio-gas users' orientations have created a
 platform for bio-gas user for resolving problems
 related to production of bio-gas, proper use and
 cooking timing. Nonetheless the distributed tool
 boxes are being used properly for primary
 maintenance and repairing purposes.
- The WASH committees in both camps are extending all out cooperation during implementation of WASH interventions being empowered from the capacity building initiatives.
- Cooking at Bio-gas kitchens is getting more popularity among the refugee people and they are demanding more Bio-gas and cooking facilities in both the camps.
- Though some land fill sites have been constructed to minimize the challenge of solid waste management but without a large-scale dumping station/alternative it would be more challenging to manage the entire solid waste management in both the camps.

Major Activities at a Glance under Humanitarian Assistance Programme in 2017

| Intervention | Major Activities |
|-----------------------|--|
| Maintaining Access to | Latrine construction |
| Safe Water and | Bath House construction |
| Sanitation for | Bio-gas construction |
| Rohingyas in | Deep Tubewell installation |
| Bangladesh | Garbage bin Construction & Waste Management |
| | Fecal Sludge Management (Lime Stabilization Pond) |
| | Landfill site |
| | Hygiene Promotion |
| | Camp Cleaning Campaign |
| | Capacity building of the staff and The Refugee community |
| | Life Saving Programme |
| | Emergency services on WASH |



Improved WASH Services for Rohingya Host Communities in Ukhia and Teknaf Upazilas of Cox's Bazar District (February to July 2017)

Sharing approximately 271 km border, Bangladesh has been receiving the minority Rohingya people from Myanmar during intense ethnic and religious conflicts. Bangladesh hosted 33,000 registered refugees residing in two official camps recognized by the Government of Bangladesh. Additionally, there were another 200,000 - 500,000 undocumented Myanmar Nationals (UMNs), the majority living in makeshift settlements adjacent to the camps and in neighboring host communities in Cox's Bazar, while the rest were scattered across the country.

Furthermore, Cox's Bazar district is one of the worst performing districts in Bangladesh, in terms of most child indicators. Cox's Bazar also has an acute crisis of drinking water and sanitation. According to the Bangladesh Bureau of Statistics, the national rate of access to clean drinking water is 98%, however in Teknaf, based on 2015 Ministry of Health data, the rate is 78%. In addition, Rohingya children and women are exposed to greater risk of violence, abuse and exploitation due to their

undocumented status, preventing them from reporting to the Bangladeshi justice system. With the recent skirmishes reported from global, local media and undocumented Myanmar national sources near the border of Myanmar and Bangladesh, and the escalation of tension and violence, there is renewed mass influx of refugees into the South Eastern Division of Chittagong. According to most recent available information, humanitarian agencies estimate that a minimum of 65,000 people have arrived in Bangladesh as of 5 January 2017. Sixty per cent of the new arrivals are women and children. Situation of water, sanitation and hygiene in particular for new arrivals in host communities is dire. Only 55% of respondents have access to water and 98% are facing challenges in using toilets and 95% practice open defecation either due to absence of latrines or inaccessibility in host communities. In view of the situation, UNICEF and NGO Forum jointly developed a project to address WASH needs of 15,000 (8,500 Host Community people and 6,500 Rohinga people) people

at Rohinga Host Community in Cox's Bazar district (Ukhia and Teknaf upazilas). The major supports provided to the targeted communities included emergency latrines construction; rehabilitation of broken latrines; construction of disable and gender friendly emergency latrines, hygiene awareness sessions; hand-washing device distribution and construction of bathing cubicles for women and adolescents.







Improved WASH Services for Rohingya New Arrivals and Host Communities in Ukhia and Teknaf Upazilas of Cox's Bazar District (July – December 2017)

According to the last ISCG situation report, 20% rise was observed in AWD cases for week 13-14 in Kutupalong, consecutive rise in three weeks flags high concerns. Rapid WASH intervention was felt needed to prevent cholera in light of monsoon. Higher availability of safe water and drainage construction were essential to mitigate the impact of monsoon.

There was the need to improve the access of safe water and sanitation facilities of the makeshift settlements.

In view of the situation, UNICEF and NGO Forum developed a project addressing the WASH needs of 55,300 people in host communities and makeshift settlements including targeting 8,820 children for benefitting by WASH services at learning centre

and child friendly space in makeshift settlements. The major supports provided to the targeted communities included emergency latrines construction; rehabilitation of broken latrines; construction of disable and gender friendly emergency latrines, hygiene awareness sessions; hand-washing device distribution and construction of bathing cubicles for women and adolescents.



Provision of Life-saving WASH Services to the Rohingya Refugees Population in Ukhiya Upazila, Cox's Bazar District

Since the number of people that had arrived stands at around 622,000 as of mid November, the number of people in need was likely to be higher than the previous estimate as the contingency of 91,000 had been exceeded. Though host communities were mentioned as people in need, secondary data review did not show any large-scale response efforts taking place among that population, leaving a significant gap (HRP 03/10/2017). Needs, which were interconnected, were high as the new influx overwhelmed the existing capacity in all sectors. WASH remained of high concern, as faecal contamination of drinking water was high. Disease outbreak, including acute watery diarrhoea, remained likely - a dangerous combination with very high malnutrition rates. Based on an analysis of the risk, UNICEF worked with the Bangladesh authorities to urgently investigate levels of contamination, and to ensure

better construction practices for tube wells that meet national standards. UNICEF stepped up measures to distribute water purification tablets to provide water treatment at the household level as well as promoting good hygiene practices.

The provision of safe drinking water has been one of the highest priorities for UNICEF in responding to the needs of Rohingya refugees. Since 25th August and the start of the massive influx which had seen some 621,000 new arrivals in less than three months, UNICEF and partners had worked to ensure the provision of safe drinking water, latrines and sanitation systems inside the refugee camps. UNICEF distributed around 195,000 liters daily to over **50,000** people through water treatment and trucking; additionally, installed more than 50 tube wells serving a significant number of people. Women, adolescent girls and elderly people were the major

beneficiaries of WASH interventions. Through their involvement all WASH intervention areas were identified. Men and boys took part in hygiene awareness session ensuring their involvement and encouraging their support to household women and girls to utilize and manage WASH facilities.

The project was designed for the recently inflexed Rohingya new arrivals with giving priority of targeting women and children. The targeted received awareness on safe water handling, latrine O&M and use, water treatment at HH level, hand washing at critical times including menstrual hygiene management. The project provided WASH intervention to address child, their mothers and elderly people needs. It also disseminated relevant WASH hygiene knowledge that Rohingya people can help themselves to manage hygiene related threats at emergency period.

Rights and Governance

One of NGO Forum's mandate is to engage citizens with grassroots advocacy. In recent times, it has implemented several governance focused projects creating space for the community people to speak out for its demands and engage with participatory planning process of relevant LGIs. In 2017, NGO Forum completed the implementation of such a people centric intervention that addressed human rights of the socially excluded extreme poor and marginalized population in terms of their access to safe drinking water, primary healthcare, agriculture and social safety net services. Equitable allocation of the available public resources through participatory planning has been the critical issue here. A greater way for community people's engagement with service providing institutions and creating the opportunity for participatory monitoring of basic service delivery by target communities were addressed through the intervention. The LGIs were facilitated to develop linkage with social accountability to institutional policy and procedures through providing with necessary technical support. The intervention aimed at capitalizing on the engagement of target beneficiaries and community allies in using social application tools for participatory monitoring, and explored avenues to establish a participatory governance mechanism.



Major Strategies in Implementing the Rights & Governance based Intervention

- Mobilization of primary beneficiaries, support groups i.e. Union Citizen Forums, Upazila based Citizen Forum (CSOs) or claiming rights;
- Knowledge, skills and capacity development of stakeholders;
- Practice social accountability tools for boosting existing accountability mechanism;
- Advocacy and lobbying through networking, collaboration and interface between service providers and service recipients.



Prominent Activities Carried Out under the Intervention

- Capacity building and awareness raising initiatives for community groups, citizens' forum (UCF &CSO), farmer groups, SMC and PTA, community clinic and UH&FWC management committees.
- Consultation meeting with service providers (health, education, agriculture and safety-net services).
- Advocacy meeting with district & upazila level administration involving civil society.
- Practice social accountability tools i.e. community score card, social audit, participatory selection process (PSP), public hearing, interface meetings between service providers and service recipients.
- Campaign programme i.e. enrolment for primary school, Marjaday Gori Samata, RTI etc.
- Facilitate to develop citizen's charter and display at UP, Agriculture Extension, FWC and community clinic level.
- Establish suggestion box at community clinic and FWC
- Facilitate to organize open budgets at UP level.
- Develop and disseminate Rights-based leaflets on VGD service and flyers centering Right to Information and Fact sheets on the intervention.
- Success Story and Best Practices' Publication.
- National level learning sharing event on 'Experiences of Social Accountability and Prospects in Pro-poor Service Delivery'.

Promotion of Rights and Governance

| SI. | Activity | Target | Target Achieve- ment | Participant | | |
|-----|--|--------|-------------------------|-------------|--------|---------|
| No. | Activity | | | Male | Female | Total |
| 1 | Union level Forum (UCF) Meeting | 200 | 200 | 1,143 | 936 | 2,079 |
| 2 | Upazila level Pressure Group(CSO) Meeting | 30 | 30 | 220 | 70 | 290 |
| 3 | Consultation with the Community Clinic Management Committee and Health Service User Groups | 200 | 188 | 1,963 | 2,141 | 4,104 |
| 4 | Consultation with the School Management Committee and PTA for better education | 200 | 172 | 1,205 | 1,677 | 2,882 |
| 5 | Consultation between Agriculture Extension Officials and Farmers' Committees | 200 | 187 | 2,615 | 560 | 3,175 |
| 6 | Awareness Raising Session on Claiming Rights & Services | 2,880 | 2,880 | 19,621 | 25,227 | 44,848 |
| 7 | Promoting Suggestion Box for improvement of Service Delivery | 60 | 60 | 25,211 | 26,244 | 51,455 |
| 8 | Activation of Citizen's Information desk and RTI clinic | 20 | 20 | 560 | 682 | 1,242 |
| 9 | Enrolment Campaign at Schools | 80 | 80 | 4,046 | 6,342 | 10,388 |
| 10 | Mass Campaign on "Morjadai Gori Samata" | 20 | 20 | 646 | 941 | 1,587 |
| 11 | District-level Sharing Meetings | 6 | 6 | 120 | 45 | 165 |
| | | 3,896 | 3,843 | 57,350 | 64,865 | 122,215 |



Institutional linkages Resulting from the Intervention, Forming Networks with other NGOs, Information Dissemination and Sharing

As most of the important outputs of Project depended on the structured advocacy initiatives, especially on rooted advocacy so that NGO Forum and its SPOs have conducted different types of advocacy related activities under SPSRG Project. During the total project period NGO Forum and its SPOs made continuous consultation, dialogue, liaison and coordination with LGI and related stakeholders for the citizen's rights on Agriculture, Health, Primary Education & Social Safety Net area. By mobilizing primary beneficiaries, Farmers' Group, SMC/PTA, UCF, CSO, CCMC, relevant stakeholders as a pressure group and through their advocacy role the Govt. Bodies, UP and CCMC attitude turned positive and it was possible to ensure more budget allocation to school, CC, agriculture and safety net for the poor. SMC and the teachers have developed action plans at school level and school teachers using community score card and these plans were endorsed by the Upazila Education Office. Farmers committees were linked with the LGIs standing committee on Agriculture and the Sub Assistant Agriculture Officers. As a result of sensitization of agriculture extension staffs, the farmer groups were able to sit together, lobby with the Agriculture Extension Department with the support from Union Citizen's Forum and prepare and monitor their action plan.

Community Score Card was as one of the important tools in ensuring the Governance and Social Accountability, which was used in the project. This tool was used in measuring the performance of service delivery organization in ensuring proper social safety net services and performance of healthcare service delivery and education services by the service providers. This tool had ensured the quality of services for the service providers and also for the service recipients at union and Upazila level institutions through interface meetings and in turn was ensuring governance, accountability as well as responsiveness for citizens (For instance, Khalpar High School, Sylhet Sadar Upazila has arranged electricity by the collection of fund from different sources of UP and elite persons).

Public hearing sessions were organized at union level with the representation of UP members (including standing committee members from Union Education, Health and Family Planning, Agriculture) and Govt. service providers from these departments, Community Clinic Management Committee members, SMC members, agriculture extension officials and concerned rights holders groups took part. In the Public Hearing, where the understanding



of the demand side (community) shared with the supply side involving all relevant stakeholders helped to enhance the community's voice for passing their needs and constraints faced in having the services and activate the officials responsible for service delivery with increased responsiveness. (For instance; at Kolmco CC, average daily 60 - 75 people come to this center and attitude of service providers are more positive now).

District level advocacy meeting/workshop created an environment to discuss important issues in connection of rights and governance. Project formative committee like- UCF, farmers and CSO members got the scope to express local problems to the government officials. The course of discussion and recommendations helped to implement the project smoothly.

Furthermore, a Learning Sharing Event on 'Experiences of Social Accountability and Prospects in Pro-poor Service Delivery' was organized by NGO Forum. Mr. Manzurul Hannan, Director General, Department of Agricultural Extension, graced the event as the Chief Guest, Mr. Mahesh Chandro Roy, Director (Joint Secretary), Directorate of Primary Education, Ministry of Primary & Education and Dr. Md. Faruk Ahmed Bhuiyan, Line Director, Directorate General of Health Services, Ministry of Health & Family Welfare were present as the Special Guests; while Ms. Shaheen Anam, Executive Director, Manusher Jonno Foundation (MJF) chaired the event. Many other sector professionals, media, stakeholders, duty bearers and development partners were present in that event. Project's learning, challenges and opportunities were shared with the sector of service delivery in health, education and agriculture sector.

Chapter 4

Research Monitoring & Evaluation

NGO Forum's research, monitoring & evaluation component contributes to knowledge & programme development and policy information. Research & development plays a very important role in the multi-dimensional sectors like Public Health, and environment that incorporates new facets and elements with time. These sectors are also challenged with natural forces and man-made causes that require evidence based planning and programme improvement. Under NGO Forum's Research, Monitoring and Evaluation, on going programmes are reviewed and planned ahead considering future problems. In 2017, major research works conducted were on the areas of impact of participatory decision-making and fecal sludge management in urban areas.

The research on

Community Contributions, Participatory Decision-making and Local Public Goods: A Field Experiment in Bangladesh

Bangladesh looked into the impact of community participation on project sustainability. Theintervention is located in north-western Bangladesh, in Shibganj and Sonatala upazilas in Bogra District and in Gobindaganj upazila in Gaibandha District. The program consists of a package of subsidies and technical advice to build new sources of water, which provide drinking water that is free from both arsenic and bacterial contamination. The new safe sources of water are deep tubewells, which draw water from aquifers that are sufficiently deep to be safe from both bacterial contamination and arsenic contamination. The intervention is based on a participatory approach that delegated to beneficiary communities the key decisions related to the program implementation.

Within this broader program, several research projects are conducted that are funded by the Swedish Research Council, 3ie, the IGC and JPAL-GI.

In between March and April 2017 a baseline in 171 communities in Bogra District was conducted. The baseline data collection consisted of a full census of existing water sources in a community and an in-depth survey with a random sample of households. In total, we registered 1,565 water sources and interviewed 635 households.

During the water census all water sources for arsenic and bacteria contamination were tested, and during the household survey household drinking water for arsenic and bacteria contamination was tested. On July 3rd,



2017, after the baseline survey was completed in all communities in Gaibandha District, a public lottery meeting was organized in order to randomly assign communities to receiving or not the intervention, and beneficiary communities to different contribution requirements: cash contributions; labour contributions or full-subsidy (waiver).

The final sample consisted of 171 communities Treatment Units (TU). In total, 42 communities to a control group which received no intervention were assigned. Another 43 communities were assigned to receive the safe drinking water program under one of the three contribution requirements: (i) cash approach; (ii) labour approach; (iii) waiver approach. The average installation cost was **58,734** BDT, but ranged between **33,875** BDT and 70,785 BDT. During 2017, the implementation of the intervention in all **129** communities selected to receive the program was completed. As per project rule, communities take all decisions regarding the implementation of the intervention at community meetings organized by project staff.

In 2017, **64** of such community meetings were organized. Figure 2 outlines the full set of activities carried out in each community receiving the intervention, and Figure 3 described the take-up.

Based on water test results from a census of all existing sources of drinking water in these villages, 171 treatment units were identified, all of which had arsenic contamination levels of greater than 25% or substantial clusters of arsenic contamination. Among the 171 treatment units enrolled in the project, 129 were randomly selected to receive the intervention. The treated communities were also randomly assigned to three contribution requirements: (i) under the cash contribution approach communities are required to co-fund the installation costs; (ii) under the labour contribution approach communities are required to provide labour to help with the installation work; (iii) under the waiver approach the new water source is installed for free.

A key feature of program delivery is the active involvement of targeted communities labour required by the contractor/in the decision-making process

Preparatory visits, information gathering, community mobilization

Community decision-making

(If cash approach) Collection of cash contributions

Installation of the pumpbody

Water testing

Construction of the platform

Selection of caretakers

Caretakers training

Monitoring visits

Implementation activities

regarding: (i) how many water sources to install in the community; (ii) where to construct them; (iii) how to divide the required contributions between households; (iv) which households should take responsibility for the management and maintenance of each new water source. Communities take all decisions at meeting(s) organized by project staff.





Figure 1 Map of treatment and control communities

In 117 treatment units the community agreed on Tubewell location(s) during the first community meeting, while in 10 the agreement was reached during the second community meeting. In only one case it was failed to deliver the intervention because the community failed to find a consensus on Tubewell location(s). 107 Tubewells were successfully installed, and 82 communities received at least one Tubewell. In communities assigned to labour or waiver approach the causes of failures are only related to hydro geological constraints impeding installation or lack of suitable land. However, in cash treatment units the low uptake is primarily due to communities failing to raise the required cash contributions.

| MARKET AND | Cash | Labour | Waiver |
|--|-------|--------|--------|
| TUs where at least one meeting was organized | 43 | 43 | 42 |
| TUs where communities agreed on location(s) | 43 | 43 | 41 |
| TUs where communities raised contributions | 11 | 43 | έ÷ |
| TUs where at least one well was installed | 9 | 34 | 39 |
| Average number of TWs installed per TU | 0.233 | 1.116 | 1.140 |
| Total number of TWs installed | 10 | 48 | 49 |

Notes: The number of "TUs where communities raised contributions" includes also TUs where contributions were raised only for one out of two assigned TWs.

Providing new sources of safe drinking water may therefore have unintended consequences for some households, depending on how they change transport times and storage practice in response. In the Bangladeshi context, Field et al. (2011) raised the concern that actions taken to reduce exposure to arsenic may have increased exposure to bacterial contamination, as households switched from using nearby arsenic-contaminated wells to more distant arsenic-safe wells.

During the community meetings the project staff showed the baseline map of arsenic and bacteria contamination in the treatment unit. This proved to be influential in community decision-making processes, especially where arsenic contamination was clearly clustered in one area or where there were clearer areas of high population density more generally. Communities primarily targeted areas with more severe arsenic contamination and areas with larger population.

However, communities discussed a relatively small number of potential locations during the meetings. Clearly, participants feel constrained by the social costs of proposing sites during a public and open consultation. Many of the sites proposed were pre-existing gathering places, such as mosques and temples, but it was rare for minority communities to advance a proposal during the meetings.

Communities evaluated alternative locations specifically in terms of expected future access, choosing sites where all households would be granted access to the project Tubewell and where women could freely use the source. These considerations did not necessarily motivate the location of project tubewells on public land. Communities often agreed on private sites owned by households well-regarded and considered in the community, trusting that they would keep the Tubewell accessible to all households. They also frequently rejected private sites by households who had a reputation instead for not sharing their assets with the community.

The success of the intervention crucially depended on the ability of the community to raise the promised contributions and on the hydro-geological conditions of the selected site. Installation failed for hydrogeological reasons in 11% of attempted cases. However, failure to raise cash contributions accounted for the largest share of project failures. Several reasons were suggested. In treatment units assigned to the cash approach, communities were sometimes reluctant to co-fund the project, perhaps believing that they might receive the intervention under the waiver or labour contribution

requirements, which were more popular, if they refused to contribute cash. Poverty and credit constraints are another leading cause of failures of cash contributions. Raising cash contributions also implies a coordination effort by the community, which is more likely to succeed in treatment units with higher baseline arsenic contamination and when the person identified by the project staff to coordinate the money collection is well trusted by the rest of the community. Coordination is easier under the labour approach, where the project staff were more involved in organizing and enforcing community contributions, and when all contributions were made on a single day.

Another Research work was carried out on the

Mechanisms of Participatory Development: Fairness Norms and Value of Participation.

The research was based on an intervention that incorporated Community-Driven Development, by relying on community participation and delegating decisions to program beneficiaries, is thought to be the solution to information asymmetries and to correctly target the needlest members of society. However, its effectiveness depends on the quality and level of community participation and on the norms guiding societal decision-making. In project relied on a lab-in-the-field experiment conducted in rural Bangladesh in order to identify and examine these two mechanisms, critical for the success of participatory processes.

This study highlighted the mechanisms of public participation and decision-making are extremely multifaceted and difficult to pin down, even in a very abstract and simplified laboratory setting which mimics a Community-Driven Development process. Both selection into participation and bargaining outcomes are dependent in various degrees from demographic characteristics and the experimental variation in the program features.

Results suggested that participation in the decision-making process is selected, with women and the elderly less likely to engage into public consultations while leaders and more educated agents place a higher value on participation.

These preferences are driven by instrumental and non-instrumental considerations. Evidence was found that the disfavor of women and the elderly for participatory process is mainly driven by the time and psychological costs of being involved in face-to-face discussion dynamics, while leaders and those with higher education value participation mainly because of instrumental motives.

Once the participants were asked to decide in a setting with no contribution requirements, they displayed inequality aversion (as described in Starmans et al. (2017)). A strong endowment effect is also observed, while players' wealth outside the game is not taken into account for the allocation of experimental resources. The introduction of contribution requirements changes the bargaining dynamic significantly as the trade-off between equity and equality considerations is clearly observed. On the one hand, groups partly incentivize voluntary contributions. On the other hand, groups partly redistribute the common pool of resources raised by voluntary contributions in favor of players with lower initial endowment. Because the fairness norms in the sample are more equality oriented than incentive compatible, making voluntary contribution to the public good is a suboptimal choice for players with higher initial endowment. Compared with a setting without contribution requirements, the interaction between equity and equality norms leads to suboptimal equilibria under both criteria: the final common pool of resources to reallocate among players is smaller and, at the same time, the final inequality is higher.

The findings were relevant for the design of participatory development projects as well as decentralization reforms, which often assign a preeminent role to institutional settings similar to the ones adopted in CDD programs. Because participation in community meeting is highly selected and more marginalized groups encounter higher costs in raising their voices and exercising their decision rights, it is crucial that implementation rules of CDD programmes include initiatives to mobilize and actively involve all socio-economic groups in the community in the decision-making process. Given the heavy status quo bias displayed by the distribution outcomes of the bargaining games, and the fact that leaders and more educated participants are able to gain more from the bargaining dynamics, the study advocated for expedients to dampen elite capture during the community consultation. In addition, the evidence does not support the adoption of contribution requirements, which raises inequality while decreasing the overall amount of project resources. The results also provide interesting avenues for future research, such as on the formation and development of preferences for participatory practices, and on the effect in real-world settings of contribution requirements on the overall impact and sustainability of community interventions (Cocciolo et al., 2017).

Baseline Survey on Faecal Sludge Management in Mymensingh Municipality

The survey looked into the existing faecal sludge management practices by the Municipality. Considering sanitation as the second-generation challenges, NGO Forum and OXFAM have jointly been implementing 'Urban Resilience Bangladesh' Programme in Mymensingh Municipality (presently City Corporation) for the last couple of years. The aim of the programme is to improve access to safe water, sanitation and hygiene (WASH) for the poor and vulnerable people in urban areas. Mymensingh, the Municipality having around one million people, depends completely on on-site sanitation with no sewerage system. The Municipality is being encountered with a lack of proper fecal sludge management system and the people have been suffering in having access to safe disposal of fecal sludge. In this background, NGO Forum has planned to implement an improved and sustainable intervention for managing sludge through piloting Fecal Sludge Management (FSM) including whole value chain of the system. Together with OXFAM, it conducted the Baseline Survey as a pre-requisite to this piloting to map fecal sludge management scenario with ground data from community.

Mymensingh Paurashava of Mymensingh district is an 'A-1' category municipality covering an area of 21.73 square kilometers. As of 2015, total number of households is **83,682** and population is **456,569**. To conduct the baseline, both qualitative and quantitative data were collected from the fields. **417** Face-to-Faceinter views with households has been conducted. Besides that 10 KIIs and 4 FGDs were also conducted to collect qualitative data.

The survey shows that about 97% of the total surveyed households have their own latrine. Considering the latrine technology issue, around 32% of the respondents are using pit latrine (Singlepit-62%, offsetpit-38%), 68% of the respondents use sanitary latrine with septic tank system in the selected area. At household level, about 56% of septic tanks have 2 chambers followed by 28% of 3-chamber. On the other hand, about 49% of the pit latrines constructed with 6-8 rings followed by 35% with 1-5rings. Around 55% of household did not get approval for constructing their toilet and septic tanks. Moreover, 9% of household even do not know about BNBC rules which is an alarming sign. Regarding faecal sludge generation and disposal practice, about 76% of the surveyed households have emptied their pits or septic tanks at least once since construction. Around 24% of the households yet to require for emptying pits or septic tanks. Around 39% of total household have emptied their pit/septic tank within1-2 year interval

and 34% have emptied within the interval 9-12 months. The rest of the households have emptied their pit/septic tank within different time intervals. A major portion of households (42%) doesn't have any idea about the standard time gap between two emptying of pit/septic tank. About 96% of the household have emptied their pit/septic tank by private sweepers through manual emptying processes. Only 3% of the surveyed household has received emptying service from municipality. In recent time, the municipality has introduced the mechanical process of emptying pit/septic tank by using vacutug. Presently, the municipality has 1 vacutug of 1,000 liter capacity.

Discharging of collected faecal sludge into environment causes a serious problem due to lack of fixed dumping place. About 23% of the households had to face unwanted situation at the time of discharging sludge after emptying their pits/septic tanks. About 45% of the households have dumped the sludge illegally on the open water bodies (canal, ponds, and drains) and open places. 27% of the households have buried the sludge into ditch within their own yard. The average faecal sludge generation rate in Mymensingh Municipality is 0.97liter/person/day. Estimated total volume of faecal sludge is112, 923m3 in2017.

The study findings revealed the following major constraints in general of the present faecal sludge management practices in Mymensingh Municipality:

- Lack of knowledge of operation and maintenance of pit and septic tank
- Lack of knowledge of standard design for installation of pit and septic tank
- Lack of knowledge and public awareness about emptying process, consequences on health and environment for exposed feces into surrounding areas
- Illegalpipelineconnectionofpitsandseptictankswiththemunicipaldrainagesystem, low laying areas, and water bodies like canals, rivers and etc.
- Commonly follow manual process for emptying pit and septic tank and open dumping of collected faecal sludge on low laying areas and water bodies
- Lack of awareness about hygiene practices and negative consequences upon health and environment
- Inadequate, emptying, collection and disposal services by the Municipality.
- Limitation of manpower and hardware technology of the municipality.
- Lack of knowledge about the Faecal Sludge Management (FSM) concept and approach among the municipal officials, other relevant department, stakeholders and the citizens.



The study came up with the following recommendations for Improving Faecal Sludge Management (FSM):

- Initiative should be taken to make the people aware and encourage them on hygienic use of latrines and also persuade the citizens for the installation of improved sanitary latrines following standard design and maintaining BNBC.
- Encourage the people to pay extra service charge for effectively managing emptying, collection and disposal system.
- Extensive training for sweeper community to aware them on necessity of safety and security measures during emptying and disposal faecal sludge.
- Development of innovative and appropriate approaches for the emptying, collection disposal of faecal sludge in safe and environmental friendly manner.
- Strengthen the capacity of the municipality including adequate mechanical vehicle (Vacutug), manpower, and other support service.
- Advocacy initiative for increasing sanitation budget and arrange from external sources like donor agencies, INGOs and etc.
- Allocation of specific places for safe disposal of faecal sludge.
- Massive knowledge and awareness building on FSM concept and approaches for the citizens, municipal authority, other government departments, stakeholders. Also take initiative for building fecal sludge management. Capability and arrangement of necessary logistics of the municipality.
- Policy level advocacy for developing necessary laws for regular emptying of septictanks or pit latrines and prevent dumping sludge beside road or into canal.
- Create opportunity to develop a business model for preparing organic fertilizer from human waste through composting in a treatment plant.
- Conductingresearchtoidentifypossiblewaysforengagingtheprivatesectoronvarious parts of FSM approach; more particularly, on the issues of emptying, collection and disposal and also management aspects of the FS.







Chapter 5

Resource Management & Mobilization

NGO Forum always emphasizes on knowledge management and capacity building of its staff on contemporary development issues, theories and practices. Being a learning organization, NGO Forum, considering the developing challenges and to address the issues, has constantly taken initiative and organized events on the contemporary topics taking into accounts the professional concern of its staff.

Human Resource and Staff Strength

During the reporting period, NGO Forum's staffs have been oriented and attended refresher training on humanitarian principles and issues based on emerging aspect in Bangladesh including influx of Rohingya Refugees from September 2017. In addition, a number of personnel have participated in different training courses such as Climate Vulnerability and Climate Change through Partnership, Monitoring & Evaluation, Gender in Humanitarian Action & Disaster Risk Reduction, Urban Simulation on Earthquake in Dhaka, Basic Photography, Advocacy and Child Rights Monitoring, Water Sensitive Urban Design and Planning and so on.

Despite limited HR professional of the organization, NGO Forum has adopted decentralized recruitment process building capacity of different programme and project personnel. Utilizing the capacity in cooperation with Human Resource Department, the organization has conducted recruitment process in the field level where huge number of staff and volunteer has been hired. Comparing to previous years, NGO Forum has recruited significant number of female staff and volunteer particularly at field level.

Regarding policy issues, NGO Forum revised its main policy documents focusing the governance, addressing the demand from donors' community and sectroal changes. From last several years the major emerging challenge for NGO Forum was how to accommodate the reduced organizational budget and retaining the core staff. As a result, there was essential need for a paradigm shift of staff management strategy corresponding with organizational budget, future plan, organizational sustainability and retaining of competent staff.

Under the above context, NGO Forum had started extensively with continuation to work on the contemporary focused areas on emergency humanitarian assistance, WaSH and protection, urban resilience, environment and governance projects and so on. In the present context, though donors are allowing staff budget as required for the positions

holding under project only, NGO Forum has been able to accommodate **30** staff including senior management personnel directly under different projects which has been done through placement changing the service nature from regular to contractual, headhunting staff experienced with NGO Forum earlier, prioritizing the NGO Forum's recently abundant staff (due to project ending) in the new project recruitment process and sharing management staff cost to the project budget.

Considering the competency requirement of the new projects, NGO Forum has made placement of the staff which included civil engineer professional, field level programme personnel, programme management staff, HR professional and support staff including drivers.

In 2017, NGO Forum recruited 90 personnel, of which 74 was male and 16 female.

In 2017 - 2018, NGO Forum Management has promoted 27 staff from core set-up and also changed the designation of the staff working at central and regional offices considering nature of different functional set-up and contemporary professional identity. Moreover, services of 7 contractual staff have been regularized at regional level which includes Cook and Caretaker working for several years with NGO Forum.

It is found that in case of staff accommodation under different projects, the challenges were staff competency requirement corresponding with the project context in terms of socio-cultural diversity including local language and new type of project activities as NGO Forum is pursuing innovative projects considering the changing context of the sector.

Conduction of Human and Technical Skill Development-

This is ensured through NGO Forum's Training & Capacity Building services that target competence building of its partners, duty bearers, community allies, private sector operators, civil society representatives including staffs on contemporary ideas and concepts. A list of the training programmes has been provided in the following:

Human and Technical Skill Development Training Programmes in 2017

| Sl. No. | Training Course | Participant | | |
|----------|---|-------------|--------|-------|
| 31. 110. | Training Course | | Female | Total |
| 01 | Training on Hygiene Promotion | 4 | 50 | 54 |
| 02 | Refresher Training on Hygiene Promotion | 2 | 21 | 23 |
| 03 | Training on Disaster for Urban Ward Volunteer | 58 | 49 | 107 |
| 04 | Orientation on Waste Management with Volunteers and other Group Members | 150 | 104 | 254 |
| 05 | Training on Fraud, Risk and Corruption | 35 | 15 | 50 |
| 06 | Training on Standard Practice on Financial Management | 20 | 15 | 35 |
| 07 | Training on Monitoring and Evaluation | 10 | 5 | 15 |
| 08 | Training on Online Reporting System | 20 | 10 | 30 |
| 09 | Training on Right to Information | 9 | 4 | 13 |
| 10 | Capacity Development Training for Project Staff of SPO | 30 | 12 | 42 |
| 11 | Capacity Development Training for Project Staff | 31 | 13 | 44 |
| 12 | Orientation and Capacity Development of Upazila level CSO Forum | 97 | 43 | 140 |
| 13 | Volunteer Training and Volunteer Group Activation Training | 308 | 208 | 516 |
| 14 | Orientation of Farmer Committees | 342 | 52 | 394 |
| 15 | Orientation and Capacity Development of Union Citizens' Forum (UCF) | 546 | 427 | 973 |
| 16 | Orientation of Community Clinic Management Committee | 243 | 178 | 421 |

| Sl. No. | Training Course | Participant | | | |
|---------|--|-------------|--------|-------|--|
| 51. NO. | Training Course | Male | Female | Total | |
| 17 | Orientation of UP and Community Group on Participatory Selection Process of VGD | 177 | 86 | 263 | |
| 18 | Orientation of the LGIs and Service Providers for Pro-poor Service Delivery | 42 | 18 | 60 | |
| 19 | Orientation of Service Providers and Local Level Decision-makers for Influencing for Appropriate and Demand-responsive Services | 59 | 24 | 83 | |
| 20 | Orientation for Selected VGD Card Holders | 0 | 724 | 724 | |
| 21 | Caretakers' Training for O&M of Water Technologies | 49 | 49 | 98 | |
| 22 | Basic Training for the Project Staffs | 8 | 13 | 21 | |
| 23 | Training on Napkin Production and Marketing | 0 | 30 | 30 | |
| 24 | ToT for Undergarments and Napkin Production | 0 | 13 | 13 | |
| 25 | ToT for Community Mobilization | 0 | 198 | 198 | |
| 26 | Swing Training for Adolescent Girls | 0 | 211 | 211 | |
| 27 | Training on Trainers of Learners on Hygiene Promotion for Maintaining of Hygiene Sessions in Regular Classes | 15 | 15 | 30 | |
| 28 | Hygiene Promotion Session and Capacity Building for WASH Committees (Water, Sanitation, Menstrual Hygiene and Cleanliness of the Camp Environment) | 360 | 216 | 576 | |
| 29 | Conduction of Local Entrepreneur Training | 467 | 215 | 682 | |
| 30 | Conducted MFI Staffs Orientation | 288 | 157 | 445 | |
| 31 | Training on Project Staffs on Communication for Development and Community Engagement Approaches | 12 | 5 | 17 | |
| 32 | Capacity Building Training for Caretakers | 228 | 228 | 456 | |
| 33 | Refresher Training for Caretakers | 228 | 228 | 456 | |
| 34 | Capacity Building Training for Volunteers | 37 | 30 | 67 | |
| | | 3,875 | 3,666 | 7,541 | |







Revenue Generation through Training Centres & Capacity Building Programmes

Training is considered as one of the primary tools to build up knowledgeable and competent workforce as the best way of transferring skills, knowledge, ideas and experiences. As a part of training initiative of NGO Forum, it has decentralized its training facilities with one central and thirteen well-established regional training centers with residential facilities.

Involvement of corporate sector at both central and regional levels-Foreign funding to non-governmental organizations has dropped and the nature of funding has been changed. The scope of training and capacity

building is declining day by day. To tackle the funding crisis, NGO Forum undertook initiatives offering training services to the corporate sector to fulfill its revenue generation requirements and effectively use the training centers round the year. NGO Forum has now aimed to include pharmaceuticals companies; agri-business; renewable energy; steel engineering and other business sector industries as its target group for hiring training centre facilities as part of organization's own income generation.

In 2017, NGO Forum developed new partnerships with national/international organizations to accommodate their year round training requirements. With NHSDP, the 1stphase (2017) of training and refreshers course were organized in Dhaka, Rajshahi, Rangpur, Sylhet, Chittagong and Barisal divisional regional training centres as well at the central training centre in Dhaka EOI submitted to "Access to Information (a2i) Programme, implemented by the Prime Minister's Office. NGO Forum's proposal was awarded and training courses started from May 16, 2017 to onwards. All courses will be residential and three days duration.

Based on the requirements of Swiss Contact a quotation was submitted for organizing training programs at the central as well as in the regional level. After assessment of the regional training facilities, Swiss Contact has begun its training programmes using Bogra and Jessore RTCs (Regional Training Centres).

CARE Bangladesh continued using training facilities both at central and regional level for basic and refreshers training courses for their clients in 2017. In addition to that, ROCS, World Vision Bangladesh, OXFAM, IDCOL, DAM, SDF and Save the Children have been frequently using NGO Forum's regional training centers.

In the meantime, NGO Forum for Public Health was pre-qualified as one of World Vision Bangladesh (WVB) enlisted vendors up to September 30, 2018. Agreement was renewed between between ACI Limited and NGO Forum with updated rates for the year 2017.

Renewal of Agreements with national and international organizations, corporate sectors and government institutions-NGO Forum offers training services to different organizations in the development sector. During the reporting period it has signed agreement, MoU and enlisted with different national and international organizations like NGO Health Service Delivery Project (NHSDP), Aga Khan Foundation, Save the Children, CARE Bangladesh, World Vision Bangladesh, OXFAM, Access to Information (a2i) of Prime Minister's Office, TIB, Social Development Foundation, Room to Read Bangladesh, ACI Bangladesh, Marie Stopes Bangladesh, Swiss Contact, Sight savers, Ain-O-Shaalish Kendro, BNWLA, Bangladesh Legal Aid and Services Trust (BLAST), Campaign for Popular

Education (CAMPE), Rural Services Foundation, IDCOL, Prip Trust, Shajeda Foundation, The Swallows India, Engendered Health, etc which have utilized NGO Forum's training centre facilities. The trend shows that the utilization of RTC (Regional Training Centre)& CTC (Central Training Centre) has been increasing gradually.

Training Courses organized at central level- The year 2017 was very much remarkable as NGO Forum have won several bids and organized high level trainings at the central level. Besides the challenges, some opportunities also popped up which the Forum have taken advantage through developing strong networks among the national, international organizations and government agencies. The initiatives are:



- Organizing of Tenth Bangladesh-India Training Course on Gender, Development, Human Rights & Peace at central level.
- Most of the training courses of NHSDP had been organized at the central and RTC level. NHSDP had utilized training facilities at Dhaka, Chittagong, Sylhet, Rajshahi, Rangpur, Khulna and Barisal divisions. Based on the winning of the bid NHSDP- Pathfinder and CARE Bangladesh have utilized training facilities of NGO Forum both at central and regional level throughout the year.
- "Access to Information (a2i) Programme, implementing by the Prime Minister's Office organized series of training courses for the staff and clients working under the project.
- Similarly, AGA Khan Foundation Bangladesh conducted Pre-Primary Professional Development Training (PPDT) Project at Dhaka. All training courses were conducted at the central training centre, Dhaka.

Financial Resource

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INDEPENDENT AUDITORS' REPORT

To the members of Executive Committee of NGO Forum for Public Health and its Projects

We have audited the accompanying consolidated financial statements of NGO Forum for Public Health and its projects, which comprise the consolidated statement of financial position as at 30 June 2018, and the consolidated statement of income & expenditure, consolidated statement of changes in net assets and consolidated statement of receipts and payments for the year ended 30 June 2018 and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with the accounting policies summarized in the notes 2 to 3 to the financial statements and for such internal control as management determines is necessary to enable the presentation of financial statements that are free from material misstatement, whether due to fraud or error;

Auditors' Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with International Standards on Auditing as adopted in Bangladesh. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditors' judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Opinion

In our opinion, the consolidated financial statements of NGO Forum for Public Health and its projects give a true and fair view of the consolidated financial position of NGO Forum for Public Health and its projects as at 30 June 2018, and of its consolidated financial performance for the year then ended in accordance with accounting policies summarized in the notes 2 to 3 to the financial statements.

Dated, Dhaka; 27 November 2018

S. F. Ahmed & Co.
Chartered Accountants

NGO Forum for Public Health and its Projects Consolidated Statement of Financial Position As at 30 June 2018

| | Notes | Amount in Taka | | |
|---|-------|----------------|--------------|--|
| | Notes | 30 June 2018 | 30 June 2017 | |
| ASSETS | | | | |
| Non-current assets | | | | |
| Property, plant and equipment | 4 | 195,627,994 | 198,360,663 | |
| Capital Work in Progress | 5 | 3,369,611 | - | |
| | | 198,997,605 | 198,360,663 | |
| Current assets | | | | |
| Interest receivable on FDR | 6 | 886,202 | 643,705 | |
| Advances, deposits and prepayments | 7 | 11,641,265 | 16,346,340 | |
| Current account with regions | 8 | - | 3,849,474 | |
| Accounts and other receivables | 9 | 5,065,326 | 3,438,444 | |
| Grants receivable from donors | 10 | 18,766,860 | 53,331,667 | |
| Investment in Fixed Deposits Receipts (FDR) | 11 | 93,567,845 | 107,238,172 | |
| Stock and stores | 12 | 163,785 | 151,799 | |
| Cash and bank balances | 13 | 158,981,956 | 4,697,944 | |
| | | 289,073,239 | 189,697,545 | |
| TOTAL ASSETS | | 488,070,844 | 388,058,208 | |
| FUND AND LIABILITIES | | | | |
| Fund account | 14 | 269,528,551 | 282,101,472 | |
| | | 269,528,551 | 282,101,472 | |
| Non-current liabilities | | | | |
| Grants received in advance | 15 | 142,932,398 | 5,379,952 | |
| Fixed assets fund | 16 | 4,610,018 | 5,069,897 | |
| Gratuity and earn leave fund | 17 | 32,370,156 | 41,880,489 | |
| | | 179,912,572 | 52,330,338 | |
| Current liabilities | | | | |
| Provision for expenses | 18 | 12,620,893 | 21,311,829 | |
| Accounts and other payables | 19 | 3,555,301 | 10,768,107 | |
| Other current liabilities | 20 | 17,483,181 | 19,181,302 | |
| Security deposit | 21 | 4,970,346 | 2,365,160 | |
| | | 38,629,721 | 53,626,398 | |
| Total fund and liabilities | | 488,070,844 | 388,058,208 | |

The annexed notes form an integral part of these financial statements.

Head of Finance & Accounts

Signed in terms of our separate report of even date annexed.

S. F. Ahmed & Co. Chartered Accountants

Dated, Dhaka; 27 November 2018

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Executive Director

NGO Forum for Public Health and its Projects Consolidated Statement of Income & Expenditure For the year ended 30 June 2018

| | | Amount in Taka | | |
|---------------------------------|-------|---------------------------------|------------------------------------|--|
| | Notes | 01 July 2017 to 30 June 2018 | 01 January 2017 to 30 June 2017 | |
| INCOME | | | | |
| Grants from donors | 22 | 460,766,519 | 98,006,933 | |
| Interest income | 23 | 6,371,805 | 2,996,084 | |
| Other income | 24 | 90,567,454 | 29,051,655 | |
| Beneficiaries contribution | 25 | 3,569,092 | 422,199 | |
| TOTAL INCOME | | 561,274,870 | 130,476,871 | |
| EXPENDITURE | | | | |
| Program expenses | 26 | 386,282,296 | 64,688,988 | |
| Salaries and allowances | 27 | 134,656,316 | 55,410,479 | |
| Overhead & operational expenses | 28 | 46,381,970 | 23,434,412 | |
| Depreciation | 29 | 7,920,515 | 2,838,337 | |
| TOTAL EXPENDITURE | | 575,241,097 | 146,372,216 | |
| Net Surplus during the year | | (13,966,227) | (15,895,345) | |
| | | 561,274,870 | 130,476,871 | |

The annexed notes form an integral part of these financial statements.

Head of Finance & Accounts

Executive Director

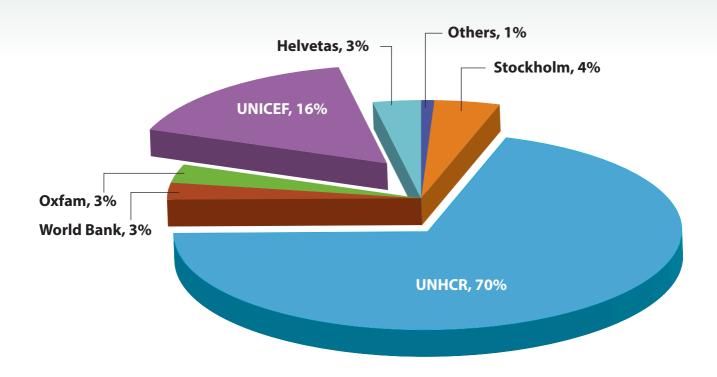


Signed in terms of our separate report of even date annexed.

Dated, Dhaka; 27 November 2018 S. F. Ahmed & Co.
Chartered Accountants

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Organizational Grants Income for 2017-2018 (BDT. 460 Million or USD. 5.55 Million)



Achievement so far

| Year of Establishment | 1982 |
|---|----------------------|
| Programme Intervention Area | |
| Regional Office | 14 |
| NGO & CBO Involved in Partnership | 857 |
| Total District | 64 |
| Total Upazila/City Corporation/Municipality | 410 |
| Total Union/Ward | 3,498 |
| Total Village | 29,080 |
| Total Household | 8,243,959 |
| Water Supply Support to the Community | |
| Promotion of Safe Water Supply Options | 432,425 |
| Water Quality Testing in Laboratory | 146,151 samples |
| Tubewell Screening for Arsenic by Field Kits | 576,216 water points |
| Programmes Centering Water Safety Plan (WSP) | 14,127 events |
| Hygienic Sanitation Support to the Community | |
| Promotion of Hygienic Sanitation Options | 8,474,802 |
| Environment & Climate Change | |
| Disaster Risk Reduction (Urban) | |
| Awareness Raising & Advocacy Networking | 518 events |
| Capacity Building | 193 events |
| Disaster Risk Reduction (Rural) | |
| Awareness Raising & Advocacy Networking | 354 events |
| Capacity Building | 58 events |
| Waste Management | |
| Fecal-sludge Management | 659 no. |
| Awareness Building on Fecal Sludge Management | 65 events |
| Bio-gas Plant | 191 |
| Bio-gas Latrine Blocks | 610 |
| Daily Drainage Cleaning (ft.) | 42,176 |
| Drain Constructed (ft.) | 31,363 |
| Garbage Bin Placed | 248 |
| Health & Hygiene | |
| Arsenic Patient Management | 9,162 patients |
| Health Camp on Arsenicosis & Water-borne Diseases | 812 |
| Health Awareness Campaign Events on Arsenic | 7,274 no. |
| Dental Patient Management | 3,623 patients |
| Handwashing Device Provided | 7,082 |
| Hygiene Kits Provided | 10,304 |
| Bathing Cubicles for Women and Adolescents | 3,003 |
| IEC/BCC Material Development | 02.1 |
| • Training Module | 82 types |
| IEC Material PCC Material | 100 types |
| BCC Material | 150 types |
| People Benefited | 41.5 million |

POLICY FORMULATING STRUCTURE

The policy decisions of NGO Forum are made by a 7-member Executive Committee (EC) which is elected from & by the General Committee. The General Committee meets every year regularly while the Executive Committee is formed every 2-year.

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