Annual Report

2016





Annual Report 2016



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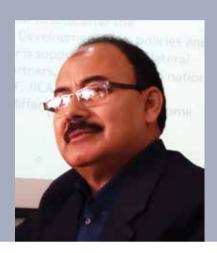
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FOREWORD

With the launching of the Sustainable Development Goals (SDGs) NGO Forum focused on addressing some emerging challenges relating to ensure improved Public Health situation during 2016. Efforts were more focused on governance and equity while implementing WaSH, health, environment and humanitarian support programme as its major thrust. Upholding the spirit of the National Strategy for Water and Sanitation for Hard-to-Reach Areas of Bangladesh, NGO Forum continued its mission towards establishing poor and disadvantaged people's rights on the respective services and entitlements. On this note, NGO Forum focused on the water resources management problems & prospects issues in Bangladesh to sensitize the policy-makers & professionals take effective measures in 'ensuring availability and sustainable management of water for all'. All these helped creating the prospective to contribute in policy reforms and scaling-up of best practices in the area of WaSH governance, humanitarian responsiveness and environment conservation as the much priority issues to attain the national goals and in turn to complement to reaching the SDGs.

The year 2016 had been a continuation of those efforts with the attention more widened and

pinpointed in line with the formulation of the organizational *Strategic Plan 2016-2020*. The strategic issues and directions were taken into actions with the sensitization of the policy-makers, LGIs, NGOs and others relevant in ensuring the implementation of the *Strategic Plan* in a partnership fashion. Networking and partnership development with and capacity building of relevant line agencies including LGIs, NGOs, private sectors emphasizingly got instrumental alongside demand-raising, skill development and most of all transferring ownership to the community. This ensured effective LGI-NGO collaboration at the local level contributing to enhancing governance in service promotion.

In line with the Dhaka declaration of the SACOSAN-VI in January 2016, NGO Forum focused much more on promotion of 'inclusion' and 'equity' to the Local Government Institutions (LGIs) who came out from their traditional practice of service delivery mentality. Demand generation from the community had been introduced and recognized through their practices in service delivery while equity remained at the centre of the intervention. Gender mainstreaming in programme intervention got special momentum as the Organization went

through a comprehensive revision of its relevant policies and made specific directions in programmatic and organizational aspects. NGO Forum made strong directions in the areas of promoting the socially excluded, physically challenged and vulnerable women's socio-economic empowerment through its inclusive programme intervention.

NGO Forum continued with its initiatives to meet the disadvantaged people's basic requirement in WaSH, health & nutrition assessing the emerging situation in line with the Humanitarian Principle. In relation to this, NGO Forum concentrated on developing a skilled working team particularly to provide the humanitarian support among the deserving vulnerable groups. Mobilization and awareness in humanitarian ground centering the Refugee Camps in the Cox's Bazar areas was given high priorities based on one of NGO Forum's core values 'Humanitarian Responsiveness'.

Focusing environment conservation as a key component of Public Health, NGO Forum continued its waste management in urban areas in collaboration with the Municipal authority while solid waste management was also a major thrust in the refugee communities under Cox's Bazar. Besides, NGO Forum's *Building a Disaster Resilient Bangladesh* Programme contributed to develop a culture of safety through building capacity of the concerned authorities. A number of modified and high-tech water & sanitation technological options were promoted to address the climatic challenges in hard-to-reach areas and groups. The year was also marked with the accomplishment of some major

programmes in relation to water quality issues including Water Safety Plan, especially in the arsenic-affected areas of the country. The Forum also took intervention to promote food security & nutrition of the vulnerable groups and reproductive health of women and adolescent girls which contributed to improved health conditions of the rural mass. Insights were drawn from several of the long-term action research programmes relating to the respective development intervention of NGO Forum.

NGO Forum tried to consolidate the flow of its resources for its development intervention based on its transitional phase while working in a widened horizon of Public Health domain. However, the Forum tried its best in planning and running the need-based development programmes following its new *Organizational Strategic Plan*. We take it as our pleasure to thank our development partners, LGIs, NGOs and other relevant stakeholders who supported NGO Forum to be beside the poor and disadvantaged. The policy formulating body of the Forum deserves special thanks for guiding the Organization dynamically.

It is my privilege to share the programme achievement and learning of NGO Forum's journey in 2016. Hope, the readers would find the *Annual Report 2016* of interest and useful.



Chapter -1

Profile of NGO Forum

Towards an Equitable Society

Being launched as the UN-brainchild in 1982, NGO Forum had been involved as the apex networking and service delivery body of NGOs, CBOs and private sector operators in the WaSH sector of Bangladesh. Throughout the period, NGO Forum has become more pragmatic and experienced to retain its excellence. However, with Bangladesh being the frontline victim country to climate change, the so far accomplishments regarding national WaSH coverage are facing threats as the feasibility and sustainability of the traditional technologies have become dormant in the visage of climate change. Based on the demand of the situation, NGO Forum has stepped forward potentially possessing a comparatively advantaged position, exploring the threats and mitigation measures. NGO Forum for Public Health is right on track maintaining a perfect balance among its programme components like WaSH, health, nutrition, environment, DRR, humanitarian assistance, rights & governance, etc based on its pioneer role in the Public Health sector, extensive network with diversified partners and its pragmatic experience in the hard-to-reach & unserved hydro-geological zones of the country in adaptation to climate change.



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.

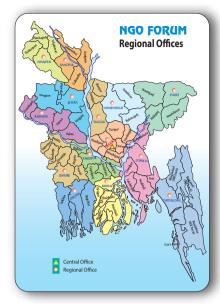
Core Values

- 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 maintains a nation-wide working structure to facilitate the supports in a decentralized fashion. Through its working structure in communion with around 850 partner NGOs, CBOs & PSOs, NGO Forum's entire working area is encompassed into 14 Regions with administrative and management set-up at each of the Regional Offices. In line with its mandate, NGO Forum maintains a dynamic network with all relevant national and international agencies and stakeholders ranging from the policy-makers and civil society to the resource sharing partners.





Programmatic Strategic Issues

- 1. 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

Major Programme Components

Water Supply & Sanitation

NGO Forum is striving to develop & promote arsenic, iron & climate-resilient WatSan technologies for different difficult hydro-geological areas while exploring the potentials of private entrepreneurs. Efforts are underway for bringing changes in favour of WaSH rights especially for the hard-to-reach and excluded groups in the low-income communities of the rural & urban settings. Undertaking research on emerging water quality threats like arsenic contamination, salinity, etc and sensitizing the stakeholders on Water Safety Plan are also the key areas of NGO Forum's continued WaSH services.

Health & Hygiene

Despite some achievements in the health and population sector, the country is far from reaching its goal 'Health for All'. The situation is much more vulnerable in the areas like arsenicosis management and Public Health. NGO Forum emphasizes on arsenicosis management & livelihood support, health care facilities especially for women and children, hygiene awareness and motivation that eventually reduces the disease-burden.

Environment & Disaster Management

NGO Forum analyzes & upholds the existing climate change impact, and is capitalizing that to the environment conservation programme maintaining a contingency package for disaster management. NGO Forum is also sensitizing the government and stakeholders towards more responsiveness to disaster issues, especially the affected urban poor and the rural hard-to-reach communities for more resilient and disaster risk reduction measures.

Governance & Rights in Service Promotion

Through its Community Empowering Approach, and institutional strengthening, NGO Forum is improving responsiveness and good governance in local level public institutions, monitoring their performance with the active participation of various actors & CSOs. In turn, NGO Forum is contributing to enhance capacity of LGIs, duty bearers, and stakeholders, and increase responsiveness in local decision-making for ensuring accountability in services like health, education, agriculture and social safety net programmes of the Government.

Chapter -2

The Year in Review

NGO Forum started the year focusing on the implementation of its Organizational Strategic Plan 2016-2020. The programme implementation covered WaSH, health, environment & DRR, governance & rights, and humanitarian responsiveness as major components. Focus was high on integrating the programme intervention with the specific Targets under the respective Goal of the Sustainable Development Goals. The Dhaka Declaration of the SACOSAN-VI pushed the Forum to promote and raise its voice further in favour of increasing the investment for the hard-to-reach areas and to fulfill the rights & entitlements especially of the economically poor, socially excluded, physically challenged, and environmentally vulnerable people.

NGO Forum's WaSH intervention was on track contributing to the promotion of national Public Health scenario. The WaSH services were demonstrated and promoted focusing on the zonal contexts of the country. Efforts were continued to scale-up WSS technologies complying with local needs and changing geophysical contexts. Relating to its urban intervention, NGO Forum's WaSH intervention was carried out covering the low-income communities (LICs) in selected wards of the Dhaka North City Corporation. The WaSH intervention, in 2016, covered around 119,0299 poor & vulnerable people mainly in the hard to reach areas while among them 51,638 people were provided with safe water supply and 1,138,661 were supported with the promotion of hygienic sanitation facilities. Conduction of School WaSH Programme including promotion of WaSH facilities, hygiene sessions involving the women & adolescents,



promoting Community Latrines with menstrual hygiene facilities, etc contributed in bringing health benefits for the poor and disadvantaged. Water quality testing was a regular service of NGO Forum under its safe water supply. During the year, 4,125 samples covering 40 types of parameter of drinking water and wastewater were tested in NGO Forum's Water Quality Testing Laboratory and using the Field Testing Kits. NGO Forum's advocacy ensured functioning and management of Community Clinics and Union Health & Family Welfare Centers, the Aus-Bangla Care for Dental (ABCD) intervention, etc. helped the community people in getting medical facilities.



Under the environment conservation & DRR component, knowledge and capacity building of the vulnerable communities and LGIs on climate-resilient WaSH intervention was conducted. Context-specific WatSan technologies in different hard to reach areas were promoted in the respective zones. Initiatives were continued with particular focus on developing climate resilience in the coastal belt and in urban intervention which helped the climate victims adapt with climatic risks and maintain Public Health. The environment conservation & DRR initiatives were specially merged with the humanitarian responsiveness. Solid waste management in the Refugee Makeshift Camp in Cox's Bazar was maintained through placing 179 garbage pits and ensuring continued functioning of 53 Bio Gas Plants.

The Training & Capacity Building component of NGO Forum also focused on the knowledge base relating to human rights, WaSH governance, disaster



preparedness, urban risks & resilience, Community Clinic Management, hygiene behavior, waste management, etc. A total of 2,461 Trainers and stakeholders were imparted with pertinent knowledge & skills to contribute in effective programme management and in turn reaching the optimum outcomes. NGO Forum also kept track of its special efforts made on Gender Equality Mainstreaming (GEM) at its programmatic and organizational levels.

Promoting governance and human rights through advocating in favor of the poorest and disadvantaged groups was a major focus in addressing equity. Different rights-based initiatives were taken by NGO Forum in favour of the poorest groups in availing the Social Safety Net services of the government. This covered the setting of Citizens' Information Desk at upazila level, implementation of social accountability tools, forming Civil Society Forums, arranging Public Hearings, etc. Budget advocacy remained a major event in the course of promoting governance.



Programme Area Covered in 2016

Region		No. of	Village	Household	Population		Total	
Ü	District	Upazila	Union	Covered	Covered	Male	Female	10001
Barisal	2	2	10	242	36,911	6,774	72,945	79,719
Bogra	2	4	22	162	26,832	63,839	66,547	130,386
Chittagong	5	6	13	200	84,376	188,670	183,235	371,905
Comilla	2	2	5	42	29,210	83,757	71,781	155,538
Dhaka	3	4	12	265	58,890	155,772	157,530	313,302
Dinajpur	1	2	4	142	16,351	50,952	49,148	100,100
Faridpur	2	2	4	117	17,497	43,491	42,846	86,337
Jessore	2	2	6	100	50,392	113,610	105,357	218,967
Khulna	1	1	3	60	18,108	38,968	37,641	76,609
Mymensingh	3	3	5	45	15,046	39,105	35,606	74,711
Rajshahi	2	2	4	100	21,698	57,010	57,144	114,154
Rangpur	2	2	4	30	22,191	51,313	48,774	100,087
Sylhet	2	2	12	432	14,327	49,253	49,534	98,787
Tangail	1	1	4	107	24,333	68,375	66,753	135,128
Total:	30	35	108	2,044	436,162	1,010,889	1,044,841	2,055,730

The advocacy & networking efforts were also continued in playing active role in the areas of budget advocacy, climate-resilience, WaSH rights & governance, pro-poor Urban WaSH services, food security, humanitarian assistance, and so forth under sectoral platforms. NGO Forum was active with networks as WSSCC, BAWIN, GWP, BWP, FANSA, STREAMS, WIN, IRC, SCO-B Gender Platform, WaSH Cluster, CFGN, BPEN, CANSA, Disaster Forum, Anti Poverty Platform, Governance Advocacy Forum, etc. In collaboration with Palli Karmo-Sahayok Foundation (PKSF) and Bangladesh



Unnoyon Parishad (BUP), NGO Forum organized a 2-day National Water Convention focusing on the water resources management problems & prospects in Bangladesh and in turn sensitized the policy-makers & professionals take effective measures in 'ensuring availability and sustainable management of water for all'.



Summary of Performance 2016

SI. No.	Component	Event	No./Beneficiary
A.	Software Services		
	Advocacy:		
	Policy Advocacy	2	98
	Campaign through Print & Electronic Media	6	Uncountable
	Collaboration with Administration, LGIs, CBOs & Stakeholders	106	9,782
	Promotion of Rights and Governance	154	6,439
	Displaying of UP Citizen's Charter	59	Uncountable
	Information Management & Dissemination:		
	Seminar & Workshop on Strategic Issues	4	145
	Observance of National & International Day/Month	45	Uncountable
	Knowledge Sharing Events	3	115
	Newsletter (Bangla & English) and e-Bulletin	40	Uncountable
	Factsheet / Leaflet / Flyer	4	26,000
	Case Study Book	3	1,600
	World Water Day Seminar Report	1	3
	Organizational Annual Report	1	1,000
	Training & Capacity Building:	1	1,000
		649	0 / 0 /
	Human & Technical Skill Development	049	8,694
	BCC Material:	2 T	/ 000
	Poster Fig. Cl. 1. F. 1. A. H.	3 Types	6,800
	Flip Chart on Environment and Health Hygiene	1	80
	Diary / Calender / Year Planner	3	4,830
	Information Pocket Book on WaSH, Health & Environment Issues	1	2,000
	Wall Board / Bill Board on Hygiene Education	28	Uncountable
	User Manual for Bio-Gas	1	400
	Water Solution catalogue	1	40
	Report Card for TW test	1	1,100
	Promotional Activity:		
	Hygiene Promotion Session / Campaign	4635	104,470
	Rights and Governance Campaign	1923	93,350
	School WaSH Programme	224	18,636
	Disaster Management Programme	118	9,727
	Health & Arsenic Mitigation:		
	Promotion of Water Safety Plan	4897	70,068
	Arsenic Patient Management / Counseling	201	3,943
	Health Camp on Dental Care	6	1,025
	Screening of Tubewell (As Field Testing)	70,606	Uncountable
	Water Quality Testing in Laboratory	4125 Samples	Uncountable
B.	Hardware Supports		
	Water Supply:		
	Deep Tubewell/Deep-set Pump & Shallow Tubewell	239 Nos.	15,185
	Alternative Water Options	118 Nos.	5,525
	Repaired Water Options	587 Nos.	30,928
	Sanitation:		
	VSC Run by Partner NGO/Private Entrepreneur	454 Nos.	192,192
	Total Latrine Installed	196,246	1,092,816
	Community Latrine / School Latrine Installed	23 Nos.	9,432
	Repaired Latrine Options	681 Nos.	36,413
	Solid Waste Management component repairing and maintenance	53 Components	35,000
	John waste management component repairing and maintenance	33 Components	33,000

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
- 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
- c. Provision of Technical know-how
 - d. Environmental Impact Assessment (EIA)

Research

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

Software SERVICES

NGO Forum puts focus on promoting capacity enhancement of change agents, awareness building of target groups and sensitization of decision-makers & stakeholders. While addressing these issues under different thrusts, NGO Forum maintains media-mix routs as part of its Software Services. Centering all its programme components including health, WaSH, environment, governance, etc the Forum's Software Service package covers the community groups, allies, LGIs and the civil society at the local level. The central focus remains on exploring and promoting governance, developing capacity of service providers and sensitizing the programme planners & policy-makers. Based on its networking and adaptive learning nature, NGO Forum keeps going through a continuous process of analyzing sectoral needs, challenges and concerns to ensure the rights for all with equity at central focus. The process requires better understanding of the interacting actors, programme approaches, working strategies, capacity development & institutionalization, information & knowledge sharing, awareness raising and mobilization. The Software Services of NGO Forum thus contributes towards that direction besides complementing to the sustainability of the hardware support provided. The Forum's multi-faceted Software Services contribute to promoting a continuous learning environment among the stakeholders in addressing the multi-contexts and conflicts in the field of WaSH, health, environment and governance. New concepts, techniques and tools are explored and applied through the provision of the Software Services.

ADVOCACY & INFORMATION Services

Advocacy and Information Services of NGO Forum reached different stakeholders from policy level to the hard-to-reach on WaSH policy, health, humanitarian services, vulnerability, disaster management, gender, disability, urban poor, equity, etc issues round the year. The advocacy initiatives were supported with correct and time-fitting information to sensitize the policy-makers and relevant stakeholders at different levels regarding the rights & entitlement of the deprived people living in a diverse geophysical zones and socio-economical condition.

National and local level platforms were successfully used to draw policy-makers' and relevant LGI representatives' attention on issues pertaining to inequality of rights and resource allocation in WaSH and health services especially in the hard-to-reach areas. Better GO-NGO-CBO collaboration was significant achievement in promoting governance in WaSH, health & different Social Safety Net services. There has been development among the urban stakeholders as well centering urban WaSH issues and climate resilience. From local to international level, the Organization maintained a strong information flow through its media-mix IEC services.

Advocacy Services

Upholding its commitment to disadvantaged people's rights & entitlements, NGO Forum continued its advocacy campaigns `Right to WatSan Get It for All' and `Be Beside the Hard-to-Reach'. The advocacy campaign focused on safe water access especially for the coastal people, promoting WaSH governance in the hard-to-reach areas, etc. Under the campaign different events, networking and communication sensitized stakeholders from relevant ministries, government agencies, diplomatic missions, academia, LGIs, media to other national and international actors.

Voice-raising at local level and sharing of olicy recommendations demanding increased and separate budget for WaSH promotion, and scaling-up of context-specific & climate-resilient WatSan technologies for ensuring sustainable WaSH facilities for the hard-to-reach sensitized the relevant policy & change-makers. The water resources management problems & prospects in Bangladesh were brought into focus with a view to



sensitizing the policy-makers & professionals take effective measures in 'ensuring availability and sustainable management of water for all'.

Relevant authorities, professionals and LGIs were sensitized to contribute for placing the innovative technologies to the Government as context-specific innovation for the respective zones, and thus go for further promotion. Advocacy centering the urban issues like disaster preparedness and ensuring WaSH services for the slum dwellers also continued in collaboration with the concerned stakeholders.



Advocacy initiatives were continued involving the District and Upazila Administrations, Health Complexes, District & Upazila Sanitation Taskforces, and so on. At the union level, Union Parishads, relevant Standing Committees, Union Disaster Management Committees, CBOs, CSOs, etc were at the centre of rooted advocacy. Various advocacy events at union and upazila level helped to enhance the coordination among the UP Standing Committees, other service providers and to establish GO-NGO-CBO collaboration. Under Media Advocacy, field visits of journalists helped upholding positive impact of promotion of improved WaSH, nutrition and overall Public Health practices over the livelihood of marginalized people in the local & national media. Organizing and participating in relevant National & International Day observance programmes at central, district & upazila level also helped to sensitize stakeholders for promoting governance especially in Public Health, environment and Social Safety Net services.

Through Rooted Advocacy, proactive role of WaSH Committees and CBOs, inclusion of CBO members in different UP Committees and UP tax collection activities, participation of CBO & community members' in Ward Sabha, etc increased while applications and memorandum demanding WaSH, health and various Social Safety Net services by the poor & hard-to-reach groups were submitted to the UPs & UNOs, and in turn the disadvantaged people were supported by the LGIs. As a result of continuous initiatives, participation of hard-to-reach communities in the budget formulation process has increased significantly.



Amongst its collaborative efforts, NGO Forum participated in SACOSAN-VI with the setting up of its organizational Stall, participated in Scout Jamboree with an organizational Stall, participated in Development Fairs organized by the District/Divisional Administration, participated in Environment Fairs at central and local level, the events centering the National Sanitation Month, Global Hand Washing Day, the World Toilet Day and World Food Day events, etc. NGO Forum's efforts were highlighted as good practices while different context-specific technologies and practices were exhibited in relevant events.



Rooted Advocacy

SI.	Activity	No. of	Participant		_
No.	Activity	Activity	Male	Female	Total
1	Collaboration with UPs, CSOs and Local Allies for Open Budgeting with Emphasis on WaSH Allocation	34	4,926	3,426	8,352
2	Meeting with UP Standing Committees on Health, Edcuation & Agricuture Issues	66	703	480	1,183
3	Rooted Advocacy for Sensitizing Service Providers on SMC-PTA, Health & Agricuture Issues	60	1,052	739	1,791
4	Facilitating the Process of Displaying Citizen's Charters by UPs/CC/FWC/Agricuture Extension /Upazila Education	29	46,400	11,600	58,000
5	Organize Public Hearing for Greater Participation of the Service Holders, Elected Bodies and Community Members	20	679	719	1,398
6	Assessment Process on Services using Community Score Card with Interface Meeting	40	826	1,357	2,183
7	Performing Social Audit for Enhanced Accountability of the Service Providers	14	315	176	491
8	Introducing Participatory Selection Process of Beneficiaries for Social Safety Net Services	20	319	257	576
		283	55,220	18,754	73,974

NGO Forum maintained its partnership successfully with 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 as a part of its national & global advocacy and networking. NGO Forum's Advocacy Material Package 2016 helped sensitize the respective stakeholders at different platforms ranging from the central to the grassroots on its running advocacy campaign 'Right to WatSan-Get It for All' with particular focus on 'Equity'.

NGO Forum observed the Day jointly with DPHE, DWASA, PSU, UNIC, UNICEF, The World Bank, WSSCC'B & Bangladesh WASH Alliance in Dhaka and in different districts with the participation from govt., UN-bodies & donor agencies, academia, mass media, national & international NGOs. Workshop was organized centering the inter-relation among WaSH, Public Health & Nutrition and its overall situation in different hard-to-reach zones. A 2-day National Water Convention was organized jointly with Palli Karma-Sahayak Foundation and Bangladesh Unnayan Parishad. Around 300 sector professionals from the GoB, diplomatic missions, academia, media, International & national NGOs, community, etc attended the Convention.



Information Services

Interpersonal media

NGO Forum and its partners marked the World Water Day 2016 with a range of national and district level events. The National Seminar, Meet the Press programme, symposia, etc supporting the theme Water and Jobs highlighted, discussed and relevant recommendations accumulated contributed significantly for generating, sharing and dissemination of information harmonizing with the UN-World Water Day theme.

Interpersonal Media

SI. No.	Activity	Participant
1	Observance of Days relating to WaSH, Health & Rights (RTI)	297
2	Observance of Days Relating to WatSan, Health & Environment at Division/District Level	6,007
3	Strategic Workshop/ Consultation on Context-specific WatSan Issues of the Respective Hard-to-Reach Areas at Division/District Level	45
4	Experience Sharing / Strategic Workshop	134
		6,483



Print Media

An Advocacy Material Package was developed in line with the on-going Advocacy Campaign that voiced to oblige the policy-makers and service providers to make especially WaSH & health services available in an equitable manner. A total of 11 nos. of Flyer covering best practices on alternative water and sanitation technological options were documented, published and distributed among the policy-makers, development partners, sector professionals, media people and so on.

Information on water & sanitation, health and environment challenges of national and hard-to-reach areas, and particularly WaSH governance situation were included in the Public Health Information Booklet titled Right to WatSan-Get It for All. The Annual Report 2015, quarterly English newsletter the WatSan, monthly WatSan Bulletin, etc were published and circulated regularly among the respective stakeholders. The *Information* Diary 2017 got published and distributed containing the NGO Forum's Strategic Plan 2016-'20, Public Health situation of Bangladesh, references from sectoral policies & strategies and relevant information & messages.

Print Media

SI. No.	Activity	Туре	Сору
1	Practicing Social Accountability in Securing Rights and Governence for the Poor of Rural Areas in Bangladesh	1	500
2	Factsheet	1	2,000
3	Leaflet	2	22,000
4	Flayer on RTI	1	2,000
5	Annual Report 2015	1	1,000
6	Book Publication on WaSH Best Practices	3	1,600
7	Information Diary Focusing WaSH, Health & Environmental Issues	1	830
8	Poster	3	6,800
9	Newsletter (Bangla)	12	3,000
10	Newsletter (English)	4	
11	WatSan Calendar	1	1,000
12	Year Planner	1	3,000
		31	43,730



The Audio-visual & E-media covered the right to WaSH, hygiene, health, environment, water resource management, climate change, hard-to-reach issues; relationship between WaSH & other human rights issues, etc during the year. The policy-makers, sectoral & trans-sectoral experts, academia, LGIs and civil society representatives were reached through these media. TV Talk-shows following the theme of the World Water Day 2016 were organized and telecast. Eminent Experts on the issue took part in the programmes as Designated Discussants. Development and dissemination of E-WatSan

Bulletin was continued throughout the year while WaSH, health, environmental news were compiled and further shared with relevant stakeholders. Number of Policy Recommendations framed & sumitted based on the Media Advocacy further sensitized the relevant Ministries, MPs & Parliamentary Standing Committees on the respective issues. The clippings of news, features, articles from different dailies and periodicals were preserved and disseminated to local, national and international stakeholders through different Social Media.

TRAINING & CAPACITY Building

NGO Forum's Training & Capacity Building services focused on the competence building of its partners, duty bearers, community allies, private sector operators, civil society representatives, respective community groups and others relevant. The Training & Capacity Building services helped generate new ideas and transfer skills on specific issue towards strengthening the human resources. The training courses covered two categories namely, Human Skill Development Training, and Technical Skill Development Training. The Human Skill Development Training courses covered the areas of health, WaSH, environment & disaster management, gender, humanitarian responsiveness, rights & governance, programme planning & leadership in the year 2016. The Technical Skill Development courses covered issues on installation, operation and maintenance of water & sanitation options, management of water quality and so on. The main focus of the Training & Capacity Building services was to enhance capacity of LGIs, partners and communities ensuring the vulnerable and hard-to-reach people's rights to their entitlements in the domains of WaSH, Public Health, environment, social safety net, etc. Alongside regular training courses, different customized courses for other organizations were also conducted on different development parameters.

Based on its commitment, NGO Forum continued its demand-responsive support in capacity building of its partner organizations to ensure their active participation in all forms of development actions. Moreover, through an operational mechanism, NGO Forum strengthened its collaboration with LGIs and enhanced their capacity to develop and practice inclusive local governance in planning and

implementing development initiatives. Following that, sustainable WaSH program management courses were designed and delivered to the newly elected UP chairmen and members to activate them for facilitating effective health & WaSH service delivery as well as the Safety Net Services through relevant Standing Committees.

Training on Governance

SI.	Training Course	Achievement	Participant		
No.	Halling Course	Acmevement	Male	Female	Total
1	Orientation of Upazila CSO Forum & UCF	23	321	227	548
2	Capacity Building for WaSH Committees	18	360	216	576
3	Orientation on Selection & Services for VGD Card Holders	40	0	1,273	1,273
4	Orientation of Service Providers and Local Decision- makers for Demand-responsive Services	3	3	41	44
		84	684	1,757	2,441



The training courses on sustainable WaSH service delivery management effectively contributed to performing the water & sanitation related roles and responsibilities of the respective UP Standing Committees, UP members along with the CBO members. The relevant UP Standing Committees became aware of their accountability in providing

their cooperation in implementation of the services. The facilitated courses ultimately contributed to the process of changing mind-sets and also increased the level of knowledge and skills of the participants to ensure WaSH and health services in the community following an inclusive manner.

Training on WaSH & Health

SI.	Training Course	Achievement	Partic	Total	
No.	manning Course	Acmevement	Male	Female	iotai
1	Training of Trainers on Sustainable WaSH Promotion	1	27	0	27
2	Training of UP Chairmen and Members on Sustainable WaSH Program Management	2	35	5	40
3	Training of Slum Health Volunteers on Hygiene Promotion & Campaign	1	0	16	16
4	Training of Volunteers on Community Mobilization	6	64	53	117
5	Caretakers ¹ Training for O&M of Water Options	5	61	63	124
6	Training of Doctors and Nurses on SAM Children Treatment	4	82	36	118
7	Training of MO, SACMO and Nurses on IMCI & Nutrition Screening and SAM Management	4	5	15	20
8	Orientation on IYCF Practice Session	450	0	3,000	3,000
9	Technical & Marketing Training for Micro-entrepreneur	1	13	12	25
10	Akvo Flow Training for Micro-entrepreneur / Project Management	2	22	6	28
		476	309	3,206	3,515

'Inclusion of Disability Issue in Development' was a special focus under the Forum's Training & Capacity Building. Centering this issue, NGO Forum organized some training courses for its staff, partners and the LGIs. This helped NGO Forum supporting the people with disabilities in getting different services from the duty bearers as their rights. To address the issue of disability inclusion in development, NGO Forum enhanced its partnership with different organizations and platforms who are specially working on disability issues.

With the objective to practice CBDP model among

relevant stakeholders in urban areas of Bangladesh, 74 Orientation Sessions were held with PDMC, DDMC, WDMCs and UVG (urban volunteer group) groups. As a result, DMCs played the role of focal to carry out all the DRR related activities and interventions at district, municipality and ward levels. The Volunteer groups were practicing their monthly activities like awareness session, cleaning campaigns, etc being recognized as the DRR actors of their locality. Some WDMC groups already started fund raising for their own sustainability and implantation of their plan exploring their own resources.

Training on Urban Disaster & Climate Change

SI. No.	Training Course	Achievement	Participant		
	maining Course		Male	Female	Total
1	Life Skills Training for Urban Volunteers	3	64	86	150
2	Training of Teachers & Students on School Safety Plan	1	5	19	24
3	Training of Urban Volunteers on Psychosocial Care	4	26	74	100
		8	95	179	274



Under the development of skilled Urban Volunteers, 2 types of training i.e. 'Life Skill Training' and 'Psycho-social Care Training' were organized for the Urban Volunteers. A total of 7 batches of training were organized. Besides, the Volunteers were also capacitated by participating in ToT on CBDP, CBDP orientation, URA and response plan orientation activities. These skills helped them to become the first responder of their locality in any problem like accident, electric short circuit, first aid help, mental support, etc.

A Training of Trainers (TOT) on Hygiene Promotion & Campaign was organized covering 16 Slum Health Volunteers on 6 health & hygiene domains. The course helped building knowledge and skills of the Volunteers in relation to hygiene promotion in slum areas targeting women and adolescent groups.

NGO Forum continued conducting tailor-made training courses for different organizations covering the designing, development and conduction of the courses in line with the requirements of service recipient organizations. In 2016, NGO Forum strengthened its networking with the national and

international organizations in relation to the Training & Capacity Building issues. Training related documents, brochure, training calendar and course related information's were shared with different like-minded organizations which created more scope for exchanging capacity building issues among different organizations and institutions.

NGO Forum also took different initiatives for upgrading the institutional facilities of its Training & Capacity Building component. As part of its collaboration, the institutional facilities were used by different national and international organizations like Pathfinder, Aga Khan Foundation, Save the Children, CARE Bangladesh, World Vision Bangladesh, OXFAM, 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), Rural Services Foundation, IDCOL, Institute of Microfinance (InM), Prip Trust, Shajeda Foundation, The Swallows India, Engendered Health, etc for conducting different training courses and other capacity building events.

Training on Skill Development of PNGO Staff

SI. No.	Training Course	Achievement	Participant		
	maining Course		Male	Female	Total
1	Training on Rights & Governance Promotion	1	9	4	13
2	Orientation of MFI Staff Members	40	1,496	0	1,496
3	Training of Local Entrepreneurs	40	955	0	955
		81	2,460	4	2,464

DEVELOPMENT Communication



NGO Forum's Development Communication services targeted the audience especially the community people to contribute to the improvement of public health, sound environment and promotion of equity in availing different services. NGO Forum's well-conceived and professionally implemented Development Communication services tied directly to reform efforts that helped bringing understanding of local political, social and cultural realities to bear in the effective implementation of development programs in 2016.

A wide range of Information, Education and Communication (IEC) materials and Behavior Change Communication (BCC) materials were developed under NGO Forum's Development Communication services. The materials were developed with special focus on addressing the needs of change in the KAP (Knowledge, Attitude and Practice) of the target groups. Through field-testing of the materials and due sharing with the sector professionals in the similar field, NGO Forum developed all of its IEC and BCC materials.

The Forum's Development Communication strived to instill awareness and build capacity among the target

communities toward coveted changes in regard to Health, WaSH, environment, governance and humanitarian services. To promote sustainable environment in adaptation to climate change directly with the poor and disadvantaged people at the grassroots, NGO Forum's Development Communication services played a significant role. Targeting to sensitize and motivate people, visual or pictorial materials were developed and disseminated which helped the target groups matching with their socio-cultural environment efficiently and easily. The participatory device contributed immensely in commencing the motivation of the target audience to ensure the expected success in promotional efforts.

Focusing on the poor in hard-to-reach and disadvantaged communities all materials were developed, in 2016, to trigger the capacity for facing the challenges of development. In line with the objective of respecting human rights & dignity as well as following the gender equity, NGO Forum maintained proper integration of media-mix elements in developing the BCC materials to support the implementation of its programme in an effective manner. The regular collaboration with other organizations also helped the Forum to bring about success of development communication issues in various development initiatives.

BCC Materials Developed & Distributed during 2016

Sl. No.	Name of the Material	Quantity	Objective	Target Audience
1.	Monthly Bangla Newsletter <i>Paniprobaha</i>	3,000 (Per Issue)	Information and messages covering the WaSH, health, environment, governance issues of national and hard-to-reach areas were reached to the target audiences through the newsletter. A total of 12 issues of <i>Paniprobaha</i> were published.	Policy-makers, sector specialists & professionals and other relevant stakeholders.
2.	Poster	6,800 Copies	A Poster was developed & distributed centering the theme of the SDGs. Sustainable Development Goals is the universal call for action to end poverty, protect the planet and ensure that all people enjoy peace and prosperity. The poster titled Sustainable Development Goals significantly upheld the core theme of the SDGs.	Policy-makers, LGIs, PNGOs & communities.
3.	WatSan Calendar 2017	1,000 Copies	To sensitize the policy-makers and service providers to make WaSH, health services available in an equitable manner conserving the ecology and environment.	Policy-makers, professionals, LGIs, PNGOs, media, students and communities.
4.	Year Planner 2017	3,000 Copies	To help increase interaction among the policy-makers, programme planners, LGIs, civil society and communities towards the proper and smooth implementation of relevant development programmes.	Policy-makers, Professionals, LGIs, media, students and Communities.
5.	Bill Board	28 Nos.	Existing Bill Boards in hard-to-reach areas were repaired. This helped the people of those localities getting aware about water, sanitation, health and hygiene maintaining the local context-based practice of the respective facilities.	Professionals, LGIs, students, communities and so on.
6.	Leaflet/Flyer Factsheet	26,000 Copies	The Leaflets and Flyers helped reaching wider range of audience with necessary information on pro-poor service delivery mechanism, social bussiness in testing water quality social safety net, health care, education and agriculture services.	The LGIs, local administration, service providers, CSOs, community allies and other relevant stakeholders in the programme areas.



PROMOTIONAL Activities

NGO Forum works with its key allies at the community level targeting collective actions at grassroots and household levels in identified development areas. The key allies consist of local opinion leaders, LGIs, religious leaders, school teachers, students, marginalized male, female and adolescent groups as well as the staff of partner NGOs and CBOs. With gradually expanding into the areas of humanitarian assistance, climate resilience-based urban and rural programmes, governance focused interventions alongside its WaSH, nutrition and health intervention, the community allies and associated Promotional Activities have played a crucial role in grassroots mobilization for collective actions. Likewise the previous year, 2016 was also heavily focused on Hygiene Education, School WaSH Programme, RTI-based programmes covering the areas of education, agriculture, Community Clinic, Union Health and Family Welfare Center management and Social Safety Net services, disaster management, etc. This year NGO Forum was involved in rural sanitation marketing across the country through collaboration with micro-credit based development organizations.

Promoting Sanitation Marketing: NGO Forum promoted a feasible sanitation marketing approach for the rural areas of Bangladesh through strengthening the existing sanitation programmes of MFIs (Micro Finance Institutions) and redesigning those in a more contemporary market approach. Local entrepreneurship was endorsed that gained momentum at the upazila level and introduced quality sanitary materials and products.

In line with the 'micro-finance-based marketing approach' followed under the intervention, improved sanitation options have been promoted among the group members of MFIs with the financial assistance/loan. Alongside, a significant number of general people from the respective communities have installed improved sanitation facilities by their own. A total of 64,179 group meetings were conducted where the market promotion sessions were facilitated by the SMOs and credit officers of MFIs directly during the period. In the reporting period, a total of 1,327 Local Entrepreneurs (LE) have been developed, who have demonstrated skills on producing improved hygienic sanitation options. They are now capable of producing off-set latrines under different contexts and building compositions. Majority of the LEs have been able to expand their business. As a result of the 'Sanitation Marketing' a total of 4,021 improved hygienic latrines were installed during the reporting period in the working areas.

It has contributed significantly in developing entrepreneurship skills as well as creating market linkages among the rural sanitation stakeholders. This has created a momentum in the sanitation business of rural Bangladesh which in turn is contributing to the improved sanitation promotion in the rural communities. From the gender mainstreaming point of view,

the intervention has significantly contributed in bringing poor & disadvantaged rural women under safe and sustainable sanitation coverage. This is because the majority of the loan users are rural women belonging to low-income level HHs.



PME through Hygiene Sessions: A total of 1,062 hygiene groups were formed comprising 20 male & female members who are basically working as community catalysts in each village. Through the hygiene groups participatory monitoring system has been established to review knowledge and practice status on hygiene behavior. A total of 3,113 hygiene session follow-up and PMEs were organized where 53,921 members participated. Monitoring charts were used to know what changes had been place in behavioral aspects. The behavioral aspects were reviewed in the sessions by using voting chart, visiting the households by the hygiene groups and so on. There has been a much improvement of hygiene behavior and gender sensitivity among the community.

A hygiene education intervention was carried out at the Mymensingh municipality area. It was a continuation of a collaborative waste management programme with the Mymensingh municipality. Slum level Health Volunteers facilitated the hygiene sessions for 16 groups of women and adolescent. In total, 96 sessions were conducted by the Volunteers. A total of 220 women and 100 adolescent girls of 4 slums were benefited from the hygiene sessions and gradually this knowledge is reflected in their practices. The diarrhoeal disease rates of these areas are decreasing too. The role of Volunteers was not restricted as a facilitator for only sessions. They were also playing role as a change agent for their areas as they are representing the same community and are well-accepted by their neighbours.

Promotion of Hygiene Education

SI.	Activity	No. of	Part	Total		
No.	Activity	Activity	Male	Female	iotai	
1	Hygiene Session following PHAST	3,113	13,295	40,626	53,921	
2	Hygiene Campaign through Popular Theatre	58	12,755	8,858	21,613	
3	Hygiene Session at Slums	96	0	320	320	
4	Hygiene Orientation of Religious Leaders	10	70	0	70	
5	Hygiene Promotion/awareness Session	1,350	8,100	18,900	27,000	
6	Hygiene Campaign through Popular Theatre	4	600	400	1,000	
7	Cooking Demonstration	4	273	273	546	
		4,635	35,093	69,377	104,470	

School WaSH Programme: A total of 58 School WaSH Programmes were conducted encouraging boy and girl students maintain personal, food and environmental hygiene in the school as well as at their homes. It has ensured better menstrual hygiene management among the adolescent girl students during the school reducing their rate of class absence. A total of 14,639 students (boys-6,484 & girls-8,155) participated in these programmes. Each event covered art, essay & debate competitions contributing to the WaSH knowledge and practices among the school students. The students have become sensitized and have been convincing their parents for installing hygienic latrine at their houses and maintain cleanliness of their surroundings.



School WaSH Programme

SI.	Activity	No. of	Partio	cipant	Total	
No.	Activity	Activity	Воу	iotai		
1	School WaSH Programme	220	7,780	10,099	17,879	
2	Hygiene Campaign in City, School and Slum Areas	4	322	435	757	
		224	8,102	10,534	18,636	

Awareness Activities focusing Clean City and Waste Management: A total of 6 cleaning campaigns were organized under the collaborative waste management programme with the Mymensingh municipality during 2016. The intervention promoted cleanliness and proper waste management at ward level through cleaning campaign. Most of the community people including Volunteers, WDMC, CBOs, the Municipality, students, and slum dwellers participated in the campaign. Rally, leaflet distribution, installation of waste collection drums, drain cleaning and discussion sessions were the main sub-activities in the campaigns. In



some areas, especially in the slum areas, the community has started cleaning in regular basis and also carried out advocacy with the ward councilor to shift the wastage regularly from their locality. Different IEC materials and session materials such as earthquake related leaflet, stickers, art book, message board emergency contacts for emergency; cleaning campaign related leaflets were distributed.

Awareness Activities focusing DRR: A total of three mock drills were organized with the direct support of FSCD in Mymensingh. Two mock drills were organized centering the 'Fire Service Week 2015' and another one centering the 'International Day for Disaster Reduction 2016'. All the mock drills were

arranged by FSCD, supervised by DRRO office where NGO Forum provided the technical support. Earthquake and fire hazards were identified for the drill considered to be the biggest risk for the slum areas. Four dramas at 5 wards and 7 video shows were demonstrated for developing the community

Awareness on Disaster Management

SI.	Activity	No. of	Parti	cipant	_
No.	Activity	Activity	Male	Female	Total
1	Disaster Management Committee Meeting	29	545	320	865
2	Urban Volunteer Group Meeting	45	670	580	1250
3	Cleanliness Campaign by CBOs & Youth Groups	4	453	558	1011
4	Conduction of Mock Drill	5	1179	1304	2483
5	Oreintation of Teachers & Students on School Safety Plan	2	22	42	64
6	SMC & School Teachers' Meeting	6	36	30	66
7	Development of School-based SSP	2	22	40	62
8	Development of School Disaster Management Plan	2	466	570	1036
9	Drama & Art Competition on Waste Management	4	356	412	768
10	Video Show	7	344	405	749
11	Classroom Session on Hygiene Management	5	385	488	873
12	Orientation on Response Plan	2	32	33	65
13	Develop Ward level Response Plan	2	32	33	65
14	Day Observance	3	180	190	370
		118	4,722	5,005	9,727

awareness. All types of community people including persons with disability, women, children, elderly persons and others participated in the sessions where earthquake preparedness & response and fire fighting related messages were disseminated.

Different materials like fire extinguisher, white board, first aid kit, bandage, sprinters, etc were distributed among the Volunteer groups to build their individual capacity as well as team capacity.

School-based Disaster Preparedness:

With the objective of promoting inclusive DRR approach in schools through implementation of School-based Disaster Preparedness (SBDP) institutionalization model, different activities were implemented at the Mymensingh municipality area. Co-financing Implementation of School Safety Plan (SSP) was one of the highlights of SBDP. Some prioritized schemes were selected from SSP in two schools, where NGO Forum and the school authority jointly contributed finance and other supports. For schools, a 3 chambered WaSH Block was selected from SSP where separate chambers for teachers, girls and boys were ensured. Different small-scale risk reduction schemes were selected like railing and

parking tiles at ramp, school yard raising and its cementing, installation of safe drinking water system, installation of safe electricity line, electric wearing in the class rooms, etc. The process started with a joint MoU signing between NGO Forum and the school authority for the joint implementation and supervision of all works. Through different awareness sessions and discussion meetings community and guardians agreed to support co-financing of these works as there weren't any school fund. The fund raising for school development was a total new approach in Mymensingh and as it was successful way for self development encouraging the school and community to implement other SSP schemes.

Promoting Rights and Governance: Campaigns and consultations with service providers of the health, education, agriculture and safety-net services departments were conducted at union and upazila levels. These campaigns basically contributed to promote citizen's Right to Information (RTI). The Community Clinic Management Committees & Health Service User Groups, the School Management Committee, Union Citizen's Forum, Upazila CSOs, Agriculture Extension Officials and Farmers Committee, Union Standing Committees, etc were sensitized on various governance issues related to VGD, health and family planning, social welfare, service delivery by the LGIs and so on. Campaign programmes were carried out targeting to increase enrolment of students into primary school education. NGO Forum remained an active promoter of the *Marjaday Gori Samata* platform encouraging people to act against violence and discriminations against women and girl children.

Promotion of Rights and Governance

SI.	Activity	No. of	Partio	cipant		
No.	Activity	Activity	Male	Female	Total	
1	Union Forum (UCF) Meeting	80	912	766	1,678	
2	Upazila Pressure Group(CSO) Meeting	12	172	51	223	
3	Consultation with the Community Clinic Management Committee and Health Service User Groups	80	741	874	1615	
4	Consultation with the School Management Committee and PTA for better Education	80	620	871	1,491	
5	Consultation between Agriculture Extension Officials and Farmers' Committee	80	1,094	187	1,281	
6	Enrolment Campaign at Schools	60	3,626	5,388	9,014	
7	Awareness Raising Session on Claiming Rights & Services	1,436	10,707	13,186	23,893	
8	Promoting Suggestion Box for Improvement of Service Delivery	56	25000	26000	51000	
9	Activation of Citizen's Information Desk and RTI clinic	10	278	341	619	
10	Mass Campaign on <i>Morjadai Gori Samata</i>	20	646	941	1587	
11	District-level Sharing Meetings	2	40	12	52	
12	Public Lottery for Distribution of Treatment Units	5	578	97	675	
13	Upazila-level project sharing meeting	2	180	42	222	
		1,923	44,594	48,756	93,350	

Contributing to Environmental and Personal Hygiene as Part of Humanitarian

Assistance: NGO Forum remained engaged in humanitarian response programme in the Refugee camps in Cox's Bazar areas. Utmost efforts to improve the condition of sanitation options and hygiene situation of the registered makeshift camps were made. From the very begging, a comprehensive programmatic approach with direct participation of Camp Committee, WaSH committee, Volunteers and resided refugee community at both registered camps, was maintaining to improve the WaSH services and living environment at camps. Under the initiative, handwashing devices with liquid soap facilities were provided to all the latrine units at Nayapara and Kutupalong camps. As a part of community

engagement the surrounding beneficiaries' households have been given the responsibilities to look after the handwashing devices. In addition, latrine chamber identification for male, female and persons with disability, understandable

stickers were fixed at all latrine chambers to ensuring privacy for women and effective use by the physically challenged persons and others.

Hygiene Promotion (HP) Sessions were conducted as a part of comprehensive awareness programme highlighting personal hygiene, menstrual hygiene, environmental hygiene, water hygiene, hand washing and other issues. Under the humanitarian assistance intervention, camp specific flip-charts were developed for conducting HP Sessions. In addition, special issue-based posters (i.e. handwashing, open defecation) were developed to aware the camp people on these issues. Block-wise Child Groups have been formed to create WaSH agents among the children capacitating by intensive hygiene promotion session as well their regular participation in different awareness raising programmes.



Water Safety Plan and WaSH Promotion

SI.	Activity	No. of	Partio			
No.	Activity	Activity	Male	Female	Total	
1	Bi-monthly VDC Meeting	3078	22012	20679	42691	
2	Ward WaSH Committee Meeting	1062	7462	3441	10903	
3	Union WaSH Committee Meeting	236	2703	697	3400	
4	Community Meeting on Decision-making Process for Installation of Water Points	67	3273	2407	5680	
5	Caretaker Selection Meeting	50	285	465	750	
6	Community Small Group Meeting	205	2989	2461	5450	
7	Follow-up Session on Community Contribution for Installing Arsenic-free Tube-wells	199	512	682	1194	
		4,897	39,236	30,832	70,068	

Water Quality & Arsenic Mitigation

'Universal and equitable access to safe and affordable drinking water for all' is the utmost target of the Goal-6 of the SDG. This goal also focuses on availability, sustainability, integrated water resource management and improved water quality. Progress on drinking water combined with sanitation and hygiene is also critical for the achievement of other targets of the SDGs. However, arsenic contamination, effect of climate change, shrimp culture in south-west coast, impact of rapid urbanization, etc are increasing the risk of anthropogenic pollution in groundwater in different parts of the country. Maintenance of water quality has become a huge challenge. In relation to this, water quality checking on a regular interval has become much more crucial for preserving the potential water

bodies safe from risk of pollution and ensuring the sustainable safe water supply. NGO Forum has been ensuring quality testing facilities while it's promoting water supply to different unserved and hard-to-reach areas through its state of the art laboratory and other testing facilities. The other bodies engaged in the water sector are also taking NGO Forum's water testing facilities. NGO Forum's Water Quality Testing Laboratory is equipped with modern instruments to test different type of water and wastewater related parameters including heavy metals and microbiological test. NGO Forum has also developed a unique field testing kit namely 'MicroKit' for testing bacteria of drinking water which works in ambient temperature.

Water Quality Test in Laboratory

The Water Quality Testing Laboratory (WQTL) conducted water quality test of around 4,125 samples covering 40 types of parameter of drinking water and wastewater. The samples were collected from around 1,354 water points which covered groundwater, surface water and rainwater as source and covered more than 12 types of water technologies. Among the total number, 2,399 samples were tested from around 1,109 water points of 58

Parameters Tested in WQTL

Cluster of Parameters	No. of Test
Physical and aggregate properties: (pH, Alkalinity, Conductivity, Hardness, Salinity, TDS, TSS, TS, Turbidity)	299
Metals: (Antimony, Arsenic, Cadmium, Calcium, Chromium, Cobalt, Copper, Iron, Lead, Magnesium, Manganese, Nickle, Potassium, Selenium, Silver, Sodium, Zinc)	2,817
Inorganic nonmetallic constituents: (Nitrite, Ammonia, Chloride, DO, Fluoride, Nitrate, Phosphate, Residual Chloride, Sulphate)	238
Aggregate organic constituents: (BOD, COD)	69
Microbiological examination: (TC, FC, E.coli)	705
Total:	4,128

unions under 31 upazilas of 25 districts covering NGO Forum's programme provision. Under the Laboratory services NGO Forum also provided support to different projects and other organizations through its bacteria testing field kit 'MicroKit'. Different national and international organizations/agencies like Adroit Environment Consultants Ltd., ARBAN, Asian Development Bank, BMDA-Rajshahi, BRAC, Doyel Environmental Foundation, Drink Well, Impact Foundation, IOM, Kazi Farm Group, Mulsim Aid UK BD, Shapla Mohila Songstha, Simbiosis Bangladesh, Sonali Shopno Welfare Trust, World Vision Bangladesh and many others used WQTL facilities on regular basis.



Source of Tested Samples

Source of Samples	NGO Forum	Others
Surface Water Source-based Options (PSF, Pond, River, etc.):	6	14
Groundwater Source-based Options (Shallow TW, Deep TW, DSP, Tara Pump, AIRP Dug/Ring Well etc.) :	1,036	149
Rainwater (Household and Community-based RWHS):	24	1
Pipeline	7	8
Other Sources	36	57
Total:	1,109	229

Water Quality Status of Selected Parametres

		Ars	senic			Ir	on			F	C			Manga	nese	
Name of Water Option	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	665	658	7	1.1	479	296	183	38.2	400	314	86	21.5	438	173	265	60.5
Deep Tubewell	104	104	0	0	77	52	25	32.5	89	83	6	6.7	77	40	37	48.1
RWHS									33	29	4	12.1				
AIRP	15	15	0	0	15	15	0	0	15	15	0	0	15	5	10	66.7

Social Business Approach in Testing Water Quality

In Bangladesh, 22 million people are drinking water with an arsenic concentration exceeding the Bangladesh public standard. This is a serious public health problem since Bangladesh has more than 11 million wells. Many well owners simply don't know if their well is contaminated. NGO Forum and the Netherlands-based ProPortion Foundation launched a project namely *Uday* with a view to promoting the social business approach where micro-entrepreneurs

were supplied with arsenic, iron and bacteria field-test kits. The micro-entrepreneurs offered their water quality testing services at an affordable price to private well-owners. The test results were mapped and brought back to the communities which stimulated the community people switch from drinking contaminated water to safe water. Thus *Uday* served in improving the health status of people living in the arsenic-prone areas.

Arsenicosis Patient Management

Treatment support to the arsenicosis patients were provided following a cyclic method through a time interval in which Counseling with arsenicosis patients for changing food habit and arsenic-free water intake, follow-up of patients, monitoring on health status of arsenicosis patients, income generating activity (IGA) support were included. The events were organized in collaboration with the PGNOs and the Upazilla Health Complexes in different arsenic-prone areas. A total of 134 counseling sessions were organized to address the socio-behavior aspects through which 1,576 male

and 1,940 female arsenicosis patients and their family members were reached. A total of 117 monitoring sessions were organized covering both arsenicosis and water-borne disease issues. A total of 3,943 patients were covered among them 1,797 were male and 2,146 female. All the patients received medicine support free of cost. Apart from the medical support, patients from hardcore poor segment were covered under IGA support. The IGA support helped improve their economic condition through the best utilization of the interest-free loan which contributed to improve their capacity to manage more nutritious food for their family consumption.



Patients Supported under Counseling & Monitoring

	Couns	seling		Monit	oring		
Region	Arsenicos	sis Patient	Arsenicosis	Patient	Affected by Other Water-borne Diseases		
	Male	Female	Male	Female	Male	Female	
Barisal	149	200	90	120	206	228	
Comilla	216	480	232	532	-	-	
Dhaka	34	38	34	38	60	71	
Faridpur	40	48	30	28	24	28	
Jessore	870	910	494	394	206	145	
Khulna	150	144	116	83	92	84	
Rajshahi	117	120	147	246	66	149	
Total:	1,576	1,940	1,143	1,441	654	705	

NATIONAL Resource Centre



The National Resource Centre (NRC) continued its services as an important wing of NGO Forum making efforts for disseminating evidence-based knowledge and technologies, sharing experience from lessons learned, hosting capacity building initiatives with special focus on WaSH, health and environment. As the centre for knowledge management and sharing, the NRC filled-up the knowledge gap by creating access to information for the relevant government bodies, academicians, resource sharing partners, research institutes and other like-minded organizations and individuals active in their relevant spheres. It undertook different time-fitting and relevant initiatives to enhance knowledge management and sharing efforts in 2016.



Information and Knowledge Management Services

The NRC brought out its regular monthly E-Newsletter The Resource Spring focusing on the issues of WaSH, environment, health & climate change. The E-Newsletter covered the sections including leading and striking national and international news from the areas of WaSH, environment, health, climate change and so on, learning opportunities from and within NGO Forum and externally provided, upcoming events, new resources available through the NRC and a knowledge corner which provides information and resources on knowledge management and exchange opportunities. Twelve issues of The Resource Spring were developed and distributed among local, national and international stakeholders during the year.

The Library under NRC ran significant services having a rich collection of publications, journals, books, reports, etc. Cataloging the up-to-date information on the resources available into the Online Library Information System (OLIS), the NRC ran the Library capably by making a positive and sustainable contribution to development.

Being an important part of the NRC services, the on-line Public Health and Environment database is being constantly enhanced through archiving quality and useful information, maps, images and different types of resources. Regular updating and proper maintenance of the database has been a continuous task which contributed significantly in facilitating information and knowledge generation and dissemination within the sector.

The Call Centre service met up different types of queries of relevant organizations and individuals in relation to WaSH, Public Health, climate change and other relevant issues. In addition, NGO Forum utilized the most popular on-line social networking sites in reaching out to the wider spectrum of groups around the globe with the news and views of NGO Forum and other stakeholders on relevant issues.

Capacity Development and Collaborative Programmes

NGO Forum continued extending technical and financial support to MS students under its capacity building services to conduct time-fitting and useful research studies in the domain of WaSH, health and environment with linkage to other relevant cross-cutting issues. Alongside the academic purpose, this programme also unveils different avenues and topics for further study. In 2016, two research projects were facilitated in collaboration with the University of Rajshahi and Jahangirnagar University.

The In-house Knowledge Exchange session helped sharing and promoting transfer of knowledge across the organization to broaden the level of awareness on different important and salient programmatic and cross-cutting aspects of WaSH, health and environment, governance, etc resulting in increased efficiency. Total of 3 events were organized during the year.

The NRC was active with different activities round the year as a part of its collaborative efforts through extending its advisory services for sector promotion. In 2016, the NRC continued its role representing the organization in the UNICEF-led WaSH Cluster initiative maintaining partnership and communication channels among UN-agencies, international and national organizations for enhancing the role of the UN initiative.

The NRC, with support from the Rotary Club of Dee Why Warringah, Australia and the Rotary Club of Dhaka, Bangladesh, continued a dental project titled "Aus-Bangla Care for Dental (ABCD)" on pilot basis with the aim to providing essential dental care/services for the poor people living in slum areas of Dhaka and in few selected rural areas targeting the poor school children. The 2-day Camps were facilitated by renowned and experienced Australian dentists jointly with the Bangladeshi dentists who are committed to extend their voluntary services for the poor and distressed population. In the year 2016, a total of 6 Dental Camps were organized in urban locations from which 1,025 patients had received dental services. The ABCD team also facilitated hygiene sessions on dental care for the school children.











Hardware SUPPORTS

The hard-to-reach and pocket areas of Bangladesh are facing increased challenges in terms of suitable physical facilities especially for promotion of WaSH, environment conservation and disaster management as key components of Public Health. Public Health situation in the hard-to-reach and pocket areas is still restrained by safe water supply and hygienic sanitation, and there is a lack of appropriate options for addressing these issues. The geophysical context of these pocket areas like char, haor, coastal areas, flood-prone areas, drought-prone areas and hilly areas are diverse and distinctive from location to location. Each of these areas has distinct characteristics and livelihood pattern of the people. In such a diverse socio-economic condition, the people of these hard-to-reach areas suffer the most having very little physical facilities.

Under its Hardware Support provision, NGO Forum has been promoting different

alternative options with necessary modification, innovation and renovation to meet the emerging challenges in the domain of WaSH promotion, environment conservation, disaster management and humanitarian responsiveness. The alternative physical facilities are directed towards addressing the specific geophysical, socio-economic & cultural traits and contexts of the respective zone and its population. With enhanced attention on promoting governance, NGO Forum also engages the LGIs in the promotion of physical facilities ensuring the lead role and increased contribution of the UPs especially in installing and promoting high-end technologies in the poverty-hit rural hard-to-reach areas. Ownership over the installed options is also transferred to the user community while NGO Forum concentrates on promoting hardware facilities focusing the hardcore poor, disable and excluded communities through its partner NGOs, CBOs and private sector actors.

WaSH Promotion in the Rural HtR Areas

Context-specific water & sanitation options were promoted covering the poor and disadvantaged hard-to-reach areas including the low-income slum communities. Relating to safe water supply, NGO Forum promoted 944 options in 2016 while 357 were newly installed and 587 were repaired. A total of 51,638 hard-to-reach population of rural climate vulnerable areas were provided with safe water facilities. Alongside promotion of the already proven options, some options were modified to adapt with the changes in relation to climate change and environmental degradation. DRR measures were also continued for both water supply and sanitation technological options while promotion of sanitation marketing contributed a lot in developing entrepreneurship at the local level.

NGO Forum promoted 196,950 hygienic latrine sets during the year covering the poor & disadvantaged households in different hard-to-reach and difficult pocket areas. The sanitation coverage included 196,269 newly installed options, 681 repaired existing options and 192,192 latrine sets sold by the Forum-supported Village Sanitation Centers. School sanitation remained a vital component of NGO Forum under its hygienic sanitation promotion. Modification of context-specific and climate-resilient improved sanitation options was also covered under its sanitation promotion as NGO Forum continued its efforts in integrating DRR measures in its sanitation component. Plastic Latrines for the poor & disadvantaged people living in char lands & hills, raised plinth HH and Community Latrines, Community Latrines with Bio Gas Plants, etc were some of such sanitation options promoted under its DRR intervention.

Promotion of Water Options

SI.	Name of Technology	note le de l'iouseiloid	ple Benefitte	e Benefitted		
No.	Name of Technology	option	Benefitted	Male	Female	Total
1	Arsenic-Iron Removal Plant (AIRP)	22	215	518	557	1,075
3	Deep Tube-well / Deep-set Pump	132	2,366	5,622	5,470	11,092
5	Ring-well	6	104	266	266	532
6	RWHS (Household & Community-based)	81	108	300	246	546
8	Pipe-line Water Supply	1	358	881	855	1,736
9	Pond Sand Filter (PSF)	6	204	521	547	1,068
10	Shallow Tube-well	107	802	1,949	2,144	4,093
11	Gravity Flow System	2	90	284	284	568
12	Repaired Water Options	587	5,017	15,014	15,914	30,928
		944	9,264	25,355	26,283	51,638

WaSH Promotion in the Urban LICs

The poor households living in the urban low-income communities (LICs) were covered with safe water supply and improved sanitation facilities. The intervention areas covered under Dhaka North City Corporation and Mymensingh Municipality. The slum people were brought under the legal water connections of DWASA under DNCC and and in the urban areas of Mymensingh. NGO Forum's intervention for the urban poor also covered. The slum people under DNCC with the provision of improved sanitation facilities. Alongside, Community Latrines were installed keeping women's user-friendliness and security concerns in mind. These Latrines also included menstrual hygiene facilities. Solid waste management especially in urban slums and refugee camps was run as a focused component.





Promotion of School WaSH Facilities

NGO Forum organized School WaSH Programme considering the advantage of peer-to-peer learning approach. The Programme incorporated both software and hardware components while it oriented the school teachers and students on safe WaSH promotion. Under the School WaSH Programme, school latrines with separate safe water supply option were promoted at the respective oriented schools. The schools were benefitted from the provision created for safe drinking water supply, sanitation and menstrual hygiene facilities. The schools were benefited with safe water supply and sanitation facilities during the year under different hard-to-reach eco-zones and in the selected wards of DNCC and Mymensingh Municipality. Separate arrangement for menstrual hygiene practices including hand washing facilities in schools increased especially girls' school attendance.



Adaptation to Climate Change

Alternative water & sanitation options were promoted in different hard-to-reach rural & urban areas and difficult pockets in adaptation to climate vulnerabilities and targeting the local needs. In relation to this, NGO Forum promoted alternative water and sanitation options while 41 DTWs were installed in the coastal belt and other areas where the shallow aguifer is highly contaminated with arsenic, iron, salinity, etc. Since rainwater is a proven viable option for the climate vulnerable areas i.e. coastal belt, haor areas and the hilly areas, NGO Forum continued with the promotion of Rainwater Harvesting System based on the rainfall status in those areas. Alongside, a Gravity Flow System was promoted in the remote hilly areas of Rangamati district as a context-specific option. The Aresenic-Iron Removal Plant (AIRP) was promoted as a feasible option in shallow and low-water table areas used for removal of arsenic and iron contents from the contaminated Tube-well water. A Total of 55 Shallow Tube-wells were installed and 192 were repaired in the char areas especially in the northern part of Bangladesh. The Pond Sand Filter options were installed mainly in coastal belt finding out the ponds free from salinity and pollution.

NGO Forum focused on promotion of special type of sanitation options for the hard-to-reach rural areas in adaptation to climate vulnerability. In relation to this, RCC Single and Twin Pit Latrines, Plastic Latrines, Eco-san Toilets, Disable-friendly Latrines, and Community Latrines were promoted in the rural areas considering its feasibility in different geophysical

zones. Alongside, NGO Forum continued focusing on building resilience of the community through reducing vulnerabilities centering WaSH especially in the off-shore islands while HHs were brought under climate-resilient sanitation facilities called "Second Generation Latrine".







Environment Conservation

Water logging conditions have become an increasingly concern for the growing urban low-income communities & clustered settings in Bangladesh. NGO Forum continued its Waste Management measures in Cox's Bazar and Mymensingh. NGO Forum piloted an urban resilience intervention in collaboration with Mymensingh Municipality. Mymensingh municipality was provided with a solid waste collector Mini Truck and 7 Cycle Vans which have been serving the whole city. Around 630 HHs were directly benefitted through house to house garbage collection & dumping.

Alongside, NGO Forum has lent its expertise in serving the distressed

humanity with WaSH and environmental hygiene intervention for the refugee population at Teknaf upazila, Cox's Bazar. The intervention contributed to improving the overall sanitation and hygiene situation along with improved waste management in the clustered-living settings. As many as 179 Dustbins were placed inside the Refugee Camp to collect the kitchen and home wastes. Alongside, numbers of mobile dustbin were handed over to the shopkeepers situated around the Camp. Some repairing of Community Kitchen fittings, Dustbins, and hand washing devices were carried out continuing to benefit 3,045 HHs.

Running of 53 Bio-gas Plants were well-maintained while more than 600 families got benefit.
Alongside, Solid Waste
Management was carried out covering the Refugee Camps while 12,000 ft drain was under regular cleaning and 1,800 HHs of Myanmar Refugees were brought under the improved environmental hygiene facilities.



Environment & Hygiene Management

SI.	Name of Option	lame of Option Installed No. of Benefitted No. of Population		on		
No.	Name of Option	option	Household	Male	Female	Total
1	Distribution of Hand-washing Devices	1,300	1,300	5,660	5,925	11,585
2	Construction of Bathing Cubicles for Women and Adolescents	360	360	610	3,728	4,338
3	Distribution of Hygiene Kits	2,620	2,616	6,476	6,851	13,327
4	Construction & Operation of Waste Dumping Sites (Landfill site)	2	1,800	4,500	4,500	9,000
5	Construction of Commual Bath House	107	1,200	3,000	3,000	6,000
6	Reparing & Maintanence of Bio-gas Plant & Kitchen	53	600	1,456	1,658	3,114
7	Repaired Garbage-pit	179	1,800	4,500	4,500	9,000
8	Medical & Community Incinerator	4	1,800	4,500	4,500	9,000
		4,625	11,476	30,702	34,662	65,364



Humanitarian Responsiveness

NGO Forum continued with the promotion of safe WaSH services for the Myanmar refugees living in Teknaf upazila, Cox's Bazar under its Humanitarian Responsiveness programme. Under this Programme NGO Forum ensured safe water supply and sanitation facilities for the camp population by pipeline water supply, DTWs, and repairing of existing water and sanitation options as emergency basis. The basic

requirement of 15.2 litres per capita per day was ensured twice a day ensuring pre-measure for safety of supply water. Under the improved community sanitation facilities, 50,000 Rohingya Refugees were brought under different options like, HH latrine with raised platform, Community Latrines with Bio-gas Plant & Septic Tank, etc. NGO Forum also continued with the maintenance of dislodging and sludge management system for keeping the environment safe.



Emergency Support to the Vulnerable Communities

Frequent natural disasters and the issue of displaced people have created a complex environment in satisfying the humanitarian and emergency needs of the vulnerable population. The tropical storm *Roanu* affected 18 coastal districts and among them 7 had been severe. 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, NGO Forum, with support from UNICEF, supported the Roanu-victims covering Bhola, Barguna, Cox's Bazar and Chittagong district. The major components included emergency latrines construction;

construction of bathing cubicles for women and adolescents; hygiene awareness sessions; hand-washing device and hygiene kits distribution. Around 60,000 people in the affected 4 districts got protection against water and sanitation diseases.

In 2016, around 3.7 million people across 19 districts of Bangladesh also got affected by the monsoon-induced floods which destroyed or damaged at least 250,000 houses. Riverbank erosion washed away a large number of houses and homesteads while 16,770 houses and homesteads were completely lost with a further 65,156 partially damaged. Considering the sufferings, WFP and UNICEF developed a joint programme targeting approximately 30,000 most vulnerable households in Jamalpur, Kurigram, Sirajganj and Gaibanda district



focusing WaSH, food security and nutrition interventions meeting the needs of the most vulnerable population. NGO Forum, in partnership with UNICEF, implemented the WaSH, health & nutrition components focusing vulnerable groups and children in Jamalpur and Sirajganj district. 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 who 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-resilient improved household latrines, and latrines for the elderly &

people with disabilities; private bathing cubicles construction for women and adolescents; distribution of hygiene kits; and conduction of hygiene promotion session. Through the nutrition supports, 15000 beneficiaries, including 9000 under5 children and 6000 pregnant and lactating women got benefitted.

Alongside, NGO Forum worked on sanitation and hygiene related issues on emergency basis in the selected refugee camps of Ukhia and Teknaf upazila of Cox's Bazar district. The major supports provided to the target communities included emergency latrine construction; rehabilitation of broken latrines; hygiene awareness sessions; hand-washing device distribution and construction of bathing cubicles for women and adolescents.

Running of Village Sanitation Centers

NGO Forum continued operating the Village Sanitation Centers (VSCs) through its partner NGOs and private producers with a view to contributing to the promotion of sanitation coverage. NGO Forum provided support in terms of revolving funds to local entrepreneurs, who had been producing different types of latrine centering the choice and affordability of the community people. The rural people collected the appropriate sanitation facilities considering the context of the area from the VSCs. The well-functioning VSCs also expanded its business to other demanding areas. The VSCs continued producing quality sanitation materials contributing to increase hygienic sanitation coverage at the union level while 454 VSCs sold 192,192 Latrine sets in total reaching hygienic sanitary benefits to the unserved and hard-to-reach rural settings.



Sanitation Promotion in Coverage Area

SI.	Name of Sanitation Option	No. of	Household	People Benefitted	ted	
No.	Name of Sanitation Option	No. of atrine Installed Household Benefitted Male	Female	Total		
1	RCC Single Pit Latrine	193,417	195,788	537,784	542,441	1,080,225
2	Emergency Latrine Construction	1,550	1,550	4,597	4,860	9,457
3	Community Latrine	6		1,512	205	1,717
4	Plastic Latrine	500	500	1,114	1,241	2,355
5	Latrine for People with Different Needs	779	779	512	267	779
6	School Latrine	17		2,734	4,981	7,715
7	Repaired Latrine Option	285	285	13,229	14,784	28,013
8	Repaired Latrine Option	396	1,560	3,850	4,550	8,400
		196,950	200,462	565,332	573,329	1,138,661

Chapter -3

Research, Monitoring & Evaluation

The Research, Monitoring & Evaluation (RME) is considered as a prerequisite to measure the effectiveness of the Forum's programme intervention and to support the development sector with innovative learning. The conduction of Research, Monitoring & Evaluation covers both the qualitative and quantitative aspects of programme intervention and the relevant contextual & social issues. This enables the programme management taking necessary measures at the right time and contributes in reaching the development goals.

In 2016, NGO Forum focused on the research initiatives which provided theoretical understanding of complexities of Public Health in relation to environment and socio-economic changes. This helped the exploration of the WaSH, hygiene and other relevant environmental hazards with the intent of promoting a more in-depth understanding on those issues to adopt context-specific programmatic initiatives. The Monitoring & Evaluation focused on measuring the process, output and outcome level of the running programmes & projects. Based on the indicators, the monitoring & evaluation were administered to keep the work right on track. The RME findings & information was regularly shared with the Forum management, relevant donors, implementation team, policy-makers and relevant sectoral & trans-sectoral stakeholders.

Research Conducted:

Potentials of Multi-stakeholder Approach for Sustainable Water Supply, Health and Environment Programs

NGO Forum conducted this explorative Study as a part of learning exercise under community-managed WaSH governance programme with support from the European Union. The objective of the Study was to examine the effectiveness of the multi-stakeholder approach/ model for building synergy in development project implementation and practicing good governance for ensuring optimum benefits to the intended beneficiaries and stakeholders. The Study confirmed that the application of Multi-stakeholder Approach contributed significantly in ensuring the poor and marginalized groups' access to safe WaSH and health facilities. The Study concluded the characteristics of Multi-stakeholder Model as follows:

Strength:

Promotes cost and responsibility sharing: One of the beauties of the multi-stakeholder approach in the WaSH programme in Bangladesh context is that it promotes cost and responsibility sharing among the stakeholders.

Promotes bottom-up planning: Since the Multi-stakeholder Approach is built on a framework of mutual interdependence, thus no single actor can dominate the entire process and structure. Therefore, a bottom-up planning process evolves.

Promotes democratic governance: It has been found that the Multi-stakeholder Approach contributes to enhancement of accountability, transparency and participatory decision-making in the governance of WaSH sector. It ultimately results in enlarging the space of democratic governance at the grassroots.

Promotes equity and inclusion: It has been observed that the Multi-stakeholder Approach has high potential to promote equity and inclusion in local governance in general and WaSH in particular.

Weakness: The Study has identified several weaknesses of the Multi-stakeholder Approach which includes (1) Slow decision-making; (2) Poor coordination; (3) Dominance of state actors; (4) Ambiguous accountability; (5) Poor engagement of the private sector; (6) High dependence on the NGO; and (7) Unclear communication channel.

Synergy: The Study has found it difficult to expect synergy to be established among all relevant stakeholders under the Multi-stakeholder Approach in short-term project. For establishing synergy among the stakeholders it requires the intervention to continue for about 5-7 years.

Sustainability: The Study found that the economic feasibility was low, political feasibility was low, and social feasibility was moderate as promoted under the Project following the Multi-stakeholder Approach. This indicates that the scope for sustainability of achievement following the Multi-stakeholder Approach in the WaSH sector in Bangladesh is fairly low.

Community contributions, participatory decision-making and local public goods: A field experiment in Bangladesh (CPLPG)

NGO Forum has been implementing this Action Research Project in the arsenic-prone Shibganj upazila of Bogra district in collaboration with Stockholm University. Since 2015, the Project has been focusing on





the impact of requiring a community contribution on project outcomes, by randomly assigning a requirement for community contributions in cash

or in labour among villages that receive an otherwise identical intervention. This is the first Project of its kind in the country where electronic device, server, different apps, sensor and software are used for water source and households' survey to develop water quality TU maps, community maps and union-based maps.

In the year 2016, the Project provided the first experimental evidence on the impact of requiring a community

contribution to a project to provide a local public good, by randomly assigning a requirement for community contributions in cash or in labour among treatment Units that receive an otherwise identical intervention. The Project carried out various activities during its second year. A total of 114 treatment Unit's water quality maps were developed by using ArcGis and Earth Google map to inform arsenic level and bacteria (FC) presence in entire community's drinking water sources.



Under the different contribution 50 arsenic-free Deep Tube-wells were installed following the participatory decision-making process. To ensure maximum participation in decision-making public meeting, community people were informed about the meeting location, time and entire treatment unit's water quality status through automated mobile SMS from the Project's server. Among those villages where households were reminded via SMS to attend the community meeting, it was examined that how much the outcomes varied when participants were primed to consider the problem they face as a collective issue, or as an individual problem. It was also explored, how the changes in level and structure of participation translate into policy outcomes. It was observed that providing households

with the additional information on the arsenic contamination prevalence in their village changed the individuals' attendance decision through 2 channels: information and framing. Participation in decision-making processes required public actions, which were typically subject to create social pressure in small communities. Moreover, in a setting where information was scarce, agents' priority on the importance of the project outcomes could be far from reality, biasing the participation decision.

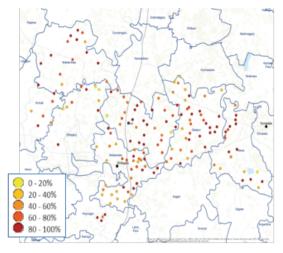
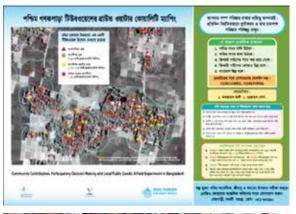


Figure 1 Arsenic contamination level in 154 treatment units of Shibgani and SonatalaUpazila, Bogra







The benefits of the Study are the potential improvements to projects designed to extend access to safe drinking water and social services more generally in Bangladesh and elsewhere. Access to services has a large impact on human welfare and it is inadequate for a large percentage of the population in Bangladesh. Therefore, the potential benefits of the Study are large. The community members of the villages covered under the Study are getting benefit directly from the intervention. The benefits are being available to all community members, not only those who participate in the survey and Lab-in-the-field experiment.

Monitoring Findings:

Changes in KAP:

Monitoring survey results illustrated that the respondents' knowledge and awareness level has increased as of baseline on safe water, hygienic latrine, and consequences of using unsafe water and unhygienic latrine. The result illustrated that 53.03% & 56.71% respondents gained correct knowledge regarding safe water & hygienic latrine while 13.39% & 19.14% respondents got aware regarding consequences of using unsafe water and unhygienic

latrine as of baseline. Monitoring results also illustrated that the respondents' knowledge improved 40.08% on diarrhea, 14.46% on diarrhoea prevention, 35.4% on consequences of arsenic contaminated water usages and 11.88% on benefit of proper hand washing as of base status.

Relating to the availability of drinking and cooking water, monitoring findings exhibited that safe water scarcity for drinking and cooking decreased by 23.51% and 26.55% respectively. At the same time,

33.76% households were found practicing water safety plan (WSP) as of baseline. Monitoring result also depicted that access to hygienic latrine and disposing child faeces in hygienic way increased by 35.13% and 56.54% respectively as of baseline.

Food and environmental hygiene practice of the intended beneficiaries improved as more households as of baseline were found practicing hygiene preserving food covered (13.26%), preserving drinking water covered (27.88%), storing drinking water in clean jar (23.06%), cleaning faeces from courtyard (3.53%) and disposing domestic waste in fixed places (42.9%). In relation to personal hygiene practice, it was observed that more 34.14% & 43.41% respondents as of baseline were found practicing proper hand washing before food handling and after defecation respectively. It is also observed that more 38.75% households as of baseline were keeping hand-washing agents in or near the latrine for proper hand washing after defecation.

Comparison of monitoring and baseline result in relation to diarrhoeal incidence within 14 days illustrated go-down trend for children below 5 years (baseline – 8.9% & monitoring 1.6%) and adult members above 5 years (baseline-2.1% & monitoring-0.2%) at the same time mortality has reduced for adult (baseline-2 & monitoring-0) and for children (baseline-1 & monitoring-0). Comparison of average treatment cost of the diarrhoea infected households is observed lower for monitoring than baseline (baseline-Tk. 1,080 & monitoring-Tk. 519).

Capacity Enhancement:

Village Development Committee is one of the stakeholder groups at community level. NGO Forum

assisted them through its local partner NGOs enhancing their capacity by formal training, on the job training and orientation while they got capable in assessing the existing problems of their community and solving those following their prepared action plan. In relation to this, monitoring findings revealed that 84%, 14% and 2% VDCs were found fully, partly and less functional respectively. It was revealed that female members had been administering the leading position as Chairperson for 3% VDCs, Vice-chairperson for 40% VDCs, Secretary for 24% VDCs and Treasurer for 48% VDCs. Some 94%, 81%, 91%, 73% & 81% VDCs assisted the partner NGOs, PHAST groups, WWC, UPWC & WaSH Standing Committees at the UPs to accomplish their responsibilities.

NGO Forum is providing capacity building support to the LGIs i.e. technical assistance to UPs to shift their system and behavior toward governance so that the poor & disadvantaged can avail their rights & entitlements from the service providers on equity basis. In relation to enhancing the capacity of the local government bodies, monitoring result illustrated that 80% WaSH Standing Committees, 66% UDDC & 56% Disaster Management Committee under NGO Forum's intervention areas were found functioning while none of the mentioned committees had been found functioning during baseline. It was also found that all of the intervening UPs conducted their Ward Sava and prepared open budget for the fiscal year 2016-'17 and allocated budget for water and sanitation services. Some 69% UPs displayed income and expenditure information on notice board of the last year for the citizen which was only 1.6% in the baseline.



Chapter -4

Resource Management & Mobilization

NGO Forum strived to address the workplace diversity and inclusion aiming to attain the organizational core values in line with the Strategic Plan 2016-2020 of the Organization. The year 2016 was crucial for NGO Forum to concentrate on the strategic issues like Organizational Sustainability, Organizational Capacity Development and Organizational Restructuring & Staffing to meet the strategic objectives of the Strategic Plan.

Human Resource

Over the year 2016, NGO Forum recruited 85 employees for promoting and serving Sanitation Marketing, Humanitarian Assistance and Emergency Responses. In this occasion, employment opportunities were created for under privileged populations, ethnic minorities and females from the aspect of Affirmative Action (AA) and GenGov for the best practices of work-place diversity and inclusion in relation to ethical and social responsibility approach as well as to get potential source of innovation and out class progarmme performance.

To create a bunch of successors and a skilled work-force for organizational growth, staff development initiatives remained a focused issue. Twelve courses were availed as per Yearly Training Calendar under the staff development initiative covering the area of climate change, urban

development, WaSH, humanitarian responsiveness, women leadership, financial analysis and human resource management. Moreover, in-house training, knowledge sharing session and orientation progarmme were conducted on Professional Grooming & Etiquettes, Communication skills for Employee Engagement & Motivation, Employee Code of Ethics, Humanitarian Principles and so on issues.

Grievance readdressing initiative was another vital focusing area to resolve employee intra and inter conflict between employee to employee, peer to peer and employee to supervisor in a win-win manner for Employee Motivation and Engagement. The HR and other relevant policy development and updating were the continuous process in line with Bangladesh Labour Law and Rules in order to maintain the employees' dignity & rights.

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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 31 December 2016, 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 31 December 2016 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 31 December 2016, 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; 25 October 2017

S. F. Ahmed & Co.
Chartered Accountants

NGO Forum for Public Health and its Projects

Consolidated Statement of Financial Position As at 31 December 2016

	Notes	Amount i	Taka	
	Notes	2016	2015	
ASSETS				
Non-current assets				
Property, plant and equipment	4	200,393,992	203,475,495	
		200,393,992	203,475,495	
Current assets				
Interest receivable on FDR	5	979,460	1,546,148	
Advances, deposits and prepayments	6	14,363,305	18,645,505	
Current account with regions	7	4,045,594	3,684,981	
Accounts and other receivables	8	4,376,720	2,296,014	
Grants receivable from donors	9	44,881,355	23,914,686	
Investment in Fixed Deposits Receipts (FDR)	10	124,049,752	140,595,997	
Stock and stores	11	232,310	337,779	
Cash and bank balances	12	23,311,674	13,832,931	
		216,240,170	204,854,041	
TOTAL ASSETS		416,634,162	408,329,536	
THE STATE OF THE S				
FUND AND LIABILITIES				
Fund account	13	297,314,456	320,049,437	
		297,314,456	320,049,437	
Non-current liabilities				
Grants received in advance	14	25,356,409	6,065,882	
Fixed assets fund	15	5,642,837	7,059,122	
Gratuity and earn leave fund	16	43,609,010	42,910,090	
		74,608,256	56,035,094	
Current liabilities		74,000,250	50,055,074	
Provision for expenses	17	12,698,181	5,089,447	
Accounts and other payables	18	12,590,573	9,425,692	
Other current liabilities	19	17,117,590	13,529,565	
Security deposit	20	2,305,106	4,200,301	
		44,711,450	32,245,005	
Total fund and liabilities		416,634,162	408,329,536	
Total fund and habilities		410,034,102	400,027,000	

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.



25 October 2017

S. F. Aboute.

S. F. Ahmed & Co.
Chartered Accountants

Executive Director

NGO Forum for Public Health and its Projects

Consolidated Statement of Income & Expenditure

For the year ended 31 December 2016

	Notes	Amount in	n Taka
	Notes	2016	2015
INCOME			
Grants from donors	21	235,034,560	249,481,008
Interest income	22	8,609,033	12,607,227
Other income	23	60,182,345	49,497,779
Beneficiaries contribution	24	3,898,516	8,104,571
TOTAL INCOME		307,724,454	319,690,585
EXPENDITURE			
Program expenses	25	133,249,207	141,438,969
Salaries and allowances	26	122,535,505	127,915,187
Overhead & operational expenses	27	68,507,316	61,028,165
Depreciation	28	8,016,359	6,596,857
TOTAL EXPENDITURE		332,308,387	336,979,178
Net Surplus during the year		(24,583,933)	(17,288,593)
		307,724,454	319,690,585

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

Head of Finance & Accounts

Executive Director

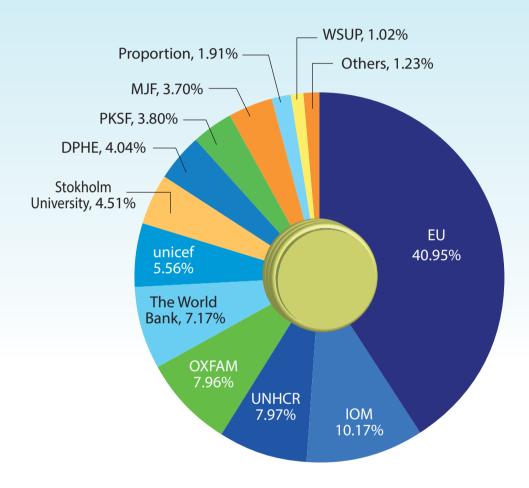
Signed in terms of our separate report of even date annexed.

ENTE OF

Dated, Dhaka; 25 October 2017 S. F. Ahmed & Co.

Chartered Accountants

Grants Received in 2016 BDT-235,034,560 (USD-29.86M)



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	400
Total Union/Ward	3,450
Total Village	28,811
Total Household	7,711,992
Water Supply Support to the Community	
Promotion of Safe Water Supply Options	431,960
Water Quality Testing in Laboratory	143,722 samples
Tubewell Screening for Arsenic by Field Kits	576,216 water points
Programmes Centering Water Safety Plan (WSP)	12,937 events
Hygienic Sanitation Support to the Community	
Promotion of Hygienic Sanitation Options	8,296,238
Environment & Climate Change	
Disaster Risk Reduction (Urban)	
Awareness Raising & Advocacy Networking	359 events
Capacity Building	171 events
Disaster Risk Reduction (Rural)	
Awareness Raising & Advocacy Networking	476 events
Capacity Building	180 events
Solid Waste Management	
Fecal-sludge Management (Pond Dislodging)	630 no.
Awareness Building on Fecal Sludge Management	65 events
Bio-gas Latrine Blocks	610
Daily Drainage Cleaning (ft.)	41,426
Drain Constructed (ft.)	1,187
Dustbin Placed	222
Health	
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	3,463 patients
Handwashing Device Provided	1,372
IEC/BCC Material Development	
Training Module	82 types
IEC Material	93 types
BCC Material	136 types
People Benefited	39 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.

Executive Committee of NGO Forum



Chairperson

Ms. Tahrunnesa Abdullah

Apt.: B-9, Century Tower
119/1, Outer Circular Road
Baro Mogh Bazar, Dhaka-1217
Tel: 8315460, 9356847 (Res)
9360588, 9330405 (Off)



Member Mrs. Jowshan A. Rahman Former Chief, Program Planning & Monitoring Section, UNICEF House # 48, Road # 20 Sector # 3, Uttara, Dhaka Tel: 8912142 (Res)



Member **Dr. Ainun Nishat**Professor Emeritus

BRAC University

Tel: 8824051



Vice Chairperson

Dr. Salehuddin Ahmed

Former Governor, Bangladesh Bank
Silicon Point, Apartment No. – 4
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Dhaka, Tel: 8845340



Member **Dr. Naim Ahmed**Advocate, Supreme Court, Bangaldesh
S Ahmed & Associates, 166/1, Mirpur Road, Kalabagan
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Mobile: 01713083693



Treasurer
Ms. Shireen S. Mainuddin
Managing Director, ASAAN
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8858974, 7171337 (Direct)



Member **Dr. Benedict Alo D' Rozario**Ex-Executive Director

CARITAS - Bangladesh

2, Outer Circular Road

Shantibagh, Dhaka

Tel: 8315405-6



Secretary (Ex-officio) Mr. S.M.A. Rashid Executive Director, NGO Forum for Public Health Tel: 58154273-4, 8128258-9

General Committee Members

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Founder and Chairperson, BRAC Dhaka, Tel: 8828438

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Executive Director
Bangladesh Centre for Advanced Studies (BCAS)
Dhaka-1212, Tel: 8818124-27

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Executive Director Village Education Resource Centre (VERC) Savar, Dhaka-1340, Tel: 7745412

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Pro Vice Chancellor, European University of Bangladesh Dhaka-1216, Tel: 8051782, 8031810



NGO Forum for Public Health