



THE URBAN UNIT

Urban Sector Policy & Management Unit
P & D Department, Punjab

Changa Pani Program (CPP)

Water is Life & Sanitation is Health

Water is essential to all known forms of life. This natural resource is becoming scarcer in certain places, and its availability is a major social and economic concern. Currently, about 1 billion people around the world routinely drink unhealthy water (OECD, 2003).

The National Drinking Water Policy & National Sanitation Policy of Pakistan provides a framework for addressing the key issues and challenging facing Pakistan in the drinking water sector. Government of Punjab has taken an integrated approach for the provision of water supply and sanitation through community participation on the basis of Internal and External Component Sharing Model, which articulated the community participation dimension of the Punjab Urban Water & Sanitation Policy. The Program aims to design and implementation of a water supply and sanitation program initially for providing efficient, reliable, affordable and environmentally sustainable system in poor peri urban Area of Lahore Badar Colony UC 60 Lahore for 2800 households with 21,000 population.

Programme Concept

The *Changa Pani Program* is based on the integrated approach of water and sanitation. This *Program* presents an ideal opportunity for demonstrating mechanisms for improving water and sanitation services in the light of National Sanitation Policy (National Sanitation Policy, 2006).

This model is based on the developmental philosophy of Dr. Hameed Khan of Orangi Pilot Project (OPP), which was translated in Punjab by Urban Unit P&D Department with focused intervention of environmental education, health promotion program & community mobilization component. The government is taking a lead for CPP rolling out of this program. Learning from the internal and external institutional design and enabling policy context is key learning for the government, water utilities (WASAs) and international development actors working in developing countries specially the public sector water utilities in Pakistan and in the region. The purpose of this initiative is to have a cumulative impact on low-income communities and developing a replicable model in the light of National Sanitation Policy in Punjab.

Area background with Research Findings

Union Council 60 is poor peri urban community located in Aziz Bhatti Town near Ranger Headquarters Lahore. A Research was conducted by the Urban Unit (Hussainy 2007) in the area to establish environmental and social baseline of the area. In the sample 73% population is illiterate. They have no access to government water supply and sanitation scheme. Poverty, illiteracy and absence of any health and hygiene programme have resulted in poor community health. 37 to 42% adult and children from the sample were sick in last three month associated with water and sanitation diseases. 58% community was not satisfied with the quality of water, 73% never boiled the water and only 5% knew the benefit of boiling water. The access to hygiene information is limited due to poverty, low literacy and low mobility. The only source of health and hygiene information is T.V and relatives which is always limited in scope.



Objectives of Changa Pani Program

The objectives of the *Program* are:

- 1) To provide water supply and sanitation services for 21,000 people in UC 60 area for 24/7.
- 2) To provide health, hygiene and environmental education for the community and related stakeholders in 18 schools.
- 3) To develop a partnership model for WASA in Punjab for replication in other part of province / TMA
- 4) Policy learning from the program and its internal and external institutions interaction and design
- 5) To design an effective and culturally relevant behavioral change communication strategy which reaches 90% of households within selected area
- 6) To design and implement capacity building activities for the community, teachers, community volunteers and program staff to support health promotion
- 7) To organize community through social mobilization for Water and Sanitation Services (Changa Pani) so communities can participate in program across eight neighborhoods within UC 60, Lahore.

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Partners of this Programme & related mandate

Urban Unit

Coordinate to build broad consensus between Partners about the Integrated Approach to WSS planning and implementation.
Facilitate Quality Assurance for implementation of Internal and External Component of the Project.
Facilitate Research.

WASA Lahore

Design, implementation, monitoring, operation and maintenance of the integrated Water Supply and Sanitation Program in UC 60.
Consumer billing of the water and sanitation services based on the metering as per Government of Punjab Tariff Policy.

City District Government Lahore

Coordinate and support ASB in their work at UC 60.
Facilitation for Community Dialogues for components sharing approach.
Liaison with WASA L, Urban Unit and ASB on behalf of community.
Represent community in the Steering Committee.
Ensure that the community internal component finances for sharing is arranged through transparent manner

Anjuman Samaji Behbood (ASB)

Facilitate Social mobilization and capacity building of UC 60 and Community for Internal Component of Water and Sanitation.
Advice on mapping, survey, data collection and documentation work for internal & external development.

WASCO Responsibilities

Water and Sanitation Committee is established as a sustainable institutional arrangement as a result of social mobilization of people in the area which is registered under Societies Registration Act XXI 1860 There responsibilities are as under:



- Provision of Water Supply and Sanitation Services
- Construction and O&M of the Internal Component
- Community Representation
- Billing and Complaint Management System
- Internal Auditing

Major Program Activities

An office is established at UC 60 for the purpose of community mobilization and education. This office has now become a node for interaction and management of all the development activities and community interaction, This project office is now managed and administrated by Water and Sanitation Committee (WASCO) UC-60 which a community grown institutional arrangement and work as an operator for the internal component.

Capacity Building:

In the context of improving the current WSS facilities and utilities in the area the training workshop was conducted to facilitate the passion of the young trainers and social mobilizers to create awareness among the people of the area UC 60. It was Training Workshop of Field Staff of *Changa Pani Program* and WASA, Lahore, jointly organized by Urban Unit, P&D Department, and ASB.

Website Development:

The Urban Unit facilitated in development of a web site on which all the related documents, research, and data base regarding Changa Pani Program is available. The web address is as follows: www.changapani.org

Health and environmental education:

The health and environmental education is being implemented in 18 public and private schools were selected in Changa Pani Program UC 60 Badar Colony where existing situation of indicators such as teacher's awareness about cleanliness, availability of clean drinking water, toilet maintenance, were assessed.

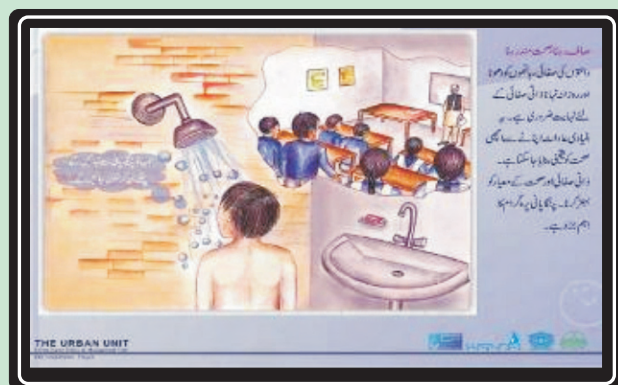
Teacher Training:

A Three days teacher training program was conducted at WASA Training Academy in July 2009. The training provided excellent opportunity to teacher to reflect on their current practices and pedagogical approaches and allow them to integrate environmental education and health education in teaching and learning. They are now integrating health messages, curriculum, integration, implementing Health Actions Plans in their Schools. They were exposed to Group work, role play and use of authentic material in the teaching and learning for children.



Changa Pani Calendar:

A *Changa Pani calendar* is published by the Urban Unit.



Picture from Teaching Aid focusing on health & Hygiene

GIS Data Base:

In *Changa Pani Program* GIS Data Base has been developed. Boundary of UC 60 has been marked with further division into Blocks (Badar Colony, Itihad Colony, etc.).



Key Achievements by WASCO:

1. Establishment of Community node and Interaction Domain

WASCO has converted the Project Office as a trusted hub of community interaction node, where the female and male member of the community is very confident to come and share the concerns, get project information and participate in the community decision making.



..... I come here as I feel I will be listened and my complain will be handled (Ms Zahida Basher , 55 , resident of UC-60)

2. Contract Agreement between WASA and WASCO

A professional and development partnership is signed as a result of agreement signed between WASA and WASCO, which allow WASCO more responsibilities of O&M, Billing and Complaints addressed system. As a result each household of water supply the billing amount for December is 128400 Rupees which is 85% of the total amount of distributed bills. Community HH is paying Rs 150 per month.

3. Progress on Internal and External Component.

The Progress of Internal component is one of the greatest achievement of WASCO, due to trust of people on WASCO and physically seen the 100% component of external completed by WASA and funded by Govt of Punjab. The progress is given below.

Connections Detail

Month	Registered File	Distributed Bills	Received Bills	Percentage
September	1300	650	492	75%
October	1354	816	675	82%
November	1456	905	705	77%
December Approximately	1545	1007	856	85%

(A) EXTERNAL COMPONENT PHYSICAL PROGRESS

Sewer	22400-Rft	100% Work Completed
Water Supply	27700-Rft	100% Work Completed
Overhead Reservoir		100% Work Completed
Tube well		100%
Pumping Machinery		Machinery Installed
Disposal Station		100% Work Completed

INTERNAL COMPONENT Internal Progress

Sewer	9" Dia
Total Length sewer laid	25000-Rft 14005 Rft.
Overall Progress	60%
Water supply	3" To 4" Dia
Total Length w/s laid	32157-Rft 22423 Rft.
Overall Progress	70%

4. Office Management and System Establishment

WASCO has established a billing System for Consumer Bills as per Area codes and each Area is managed by an elected person in the Area. There are 36 persons nominated as Lane Managers who are responsible for collecting of Money, Verification of Contractors Works and overall quality assurance of the internal component. This is one of the Key community transparency and Governance system. WASCO has negotiated with Bank, who allows payment of WASCO bills by consumers at Bank. Furthermore Bank charges no administrative fee to WASCO. The account is operated by Pre3sident and General Secretary of the WASCO Society.

5. Establishment of Internal Component – Audit System

All the contractors are selected by WASCO through a community managed system. They payment to the contractor is paid through cross cheque after verification by Lane Manager, Auditor and President of WASCO. The system is managed through a process of work order and field verification.

As a result f community's trust and confidence on the WASCO, the WACO has managed to raise a working capital of 2 million which allows them to start the work on internal component in the lanes where 50-60 % of the money (as connection charges) has been collected. As a greater benefit to the underprivileged part of the community, the WASCO has provided service connection to the poor households on the installments basis from its own source.

"I can see and feel water coming to my Gali"...
Zainab Murad, 65, UC-60)



Message of Dr. Nasir Javed, Project Director

Changa Pani Program is a unique partnership among Water & Sanitation Agency Lahore (WASA-L), Civil Society (ASB), The Urban Unit, and Union Council 60 of City District Government, Lahore.

It is the first *Programme* in Punjab in which, a unique policy learning model is being developed. Successful implementation of this *Program* will prove to be a model for other WASAs and communities. By learning from this *Program*, WASAs/TMAs have a potential to improve the water supply and sanitation system in their areas.

Acknowledgement of Contribution in the Development Journey of CPP 2006-2010

Govt of Punjab

Suleman Ghani, Sami Saeed, Javed Aslam

WASA LAHORE

Pervaz Iftikhar, Dr. Javed Iqbal, Haroon Mukhtar Shah, Qazi Fayyaz, Asghar Bhalli, Babur Habib, Muhammad Mannan, Abid Raza Sayed

Community/Civil Society (ASB)

Muhammad Ashraf, Waheed Gul, Nazir Ahmad Watto

CPP Staff

Ahmad Naeem, Imran Zahoor, Sadaf Bukhari, Nazia Nasim, Muhammad Waqar,

Urban Unit

Dr. Nasir Javed, Abid Hussainy, Zarina Ali, Sana Hussain

DCO Lahore at CPP Field Office



Before CPP



After CPP



OHR of CPP



CPP Team along with JICA Officials



Before CPP



After CPP

