



Citizen's first campaign

For water and sanitation accountability



CITIZENS - PARTNERS OR PROBLEMS?



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About the project

The extent and pace of urbanization that has been taking place in India, most of the municipal governments are unequipped physically, fiscally, politically and administratively to tackle the problems of providing the basic infrastructure services to their people. The service delivery of urban services was inefficient and often inadequate to support ever increasing population levels.

Water and sanitation sector in Hyderabad is completely neglected and this of great concern. Among government officials and civil society, water and sanitation services in slums at city level require perfection in terms of achieving efficiency and quality. Realizing the fact that Government's commitment, various interventions and strategies may not be adequate enough to deal with the issues. In the long term in order to address these issues such as inefficient delivery system, lack of financial resources, corruption, rent seeking, political capture etc. There is a need for regulatory authority which is apolitical in decision making, monitoring, controlling and reaching the poor by bridging the gap between institution and community people to avail services. The notion of creating apolitical body is to – de-politicalize the regulation from political influence in decision making which helps to control monopoly behavior, promoting competition, efficiency and improving service delivery.

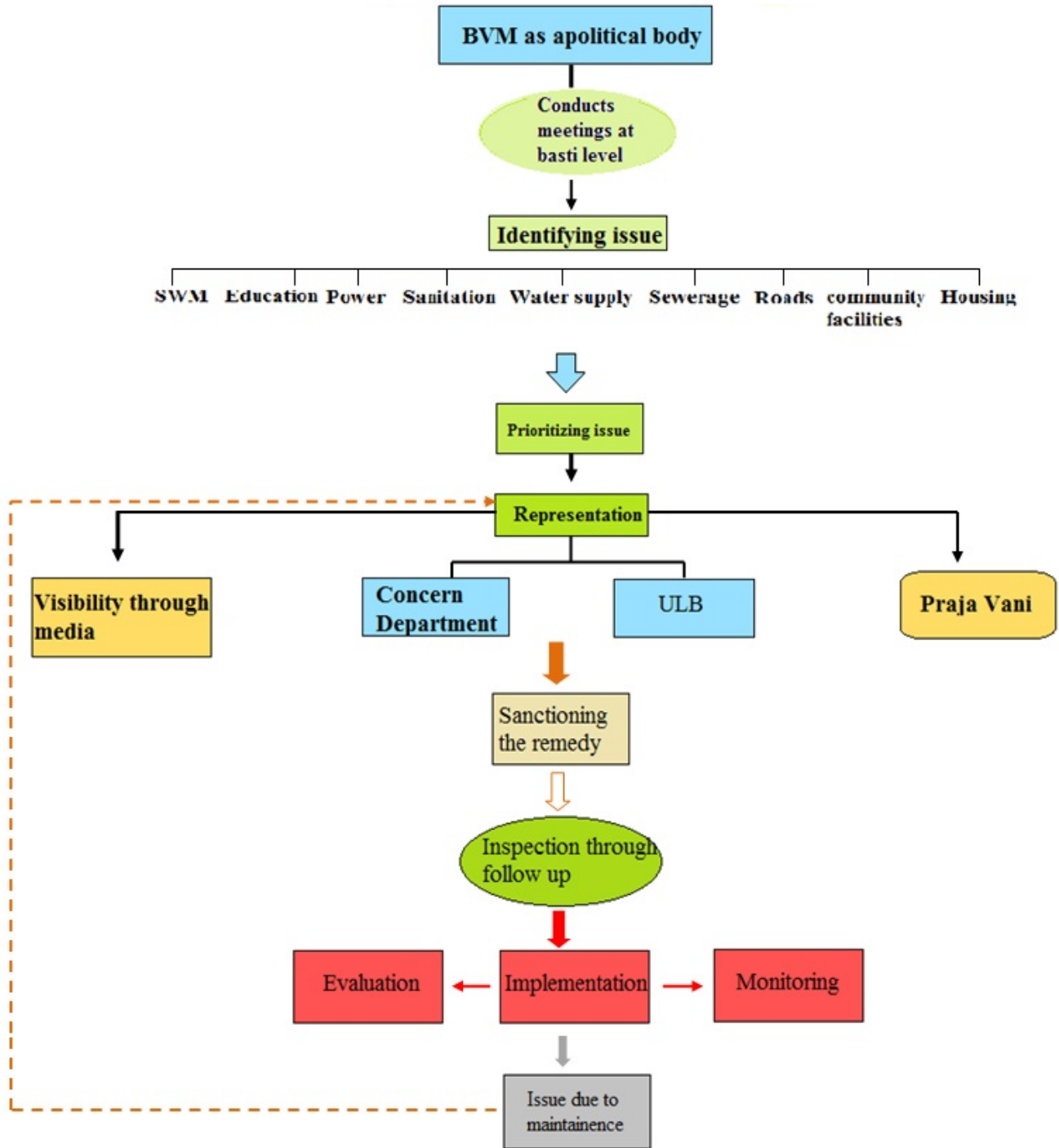
The thought process initiated to build the capacities of community people particularly marginalized in identifying their problem and facilitate them to build up their competence for negotiations with concerned stakeholders. It had aimed at addressing the major issues on water supply, sanitation and school sanitation by prioritizing these issues it initiated intervening in resolving other community issues which would benefit to attain sustainable livelihoods. It had based a platform to address the issues as Basti Vikas Manch, which operates as a vibrant platform to monitor water, sanitation and hygiene situation on its own and interface with the government to resolve their issues. The notion of BVM is to ensure the rights of people and enable sustainable livelihoods through the initiation of citizen's first for water and sanitation accountability. To create a citizen's platform by bringing greater transparency and public participation in government decision-making processes. This would enable the slum dwellers on demanding their rights and resolving their issues without any external intervention. In order to increase collective strength of the communities regular dialogues and capacity building on WASH issues was initiated so that

reach of this platform can increase. With the grounding of Basthi Vikas Manch the community witnessed its strength in identifying the problem and a pathway of resolving the issues by an interface with the government officials directly.

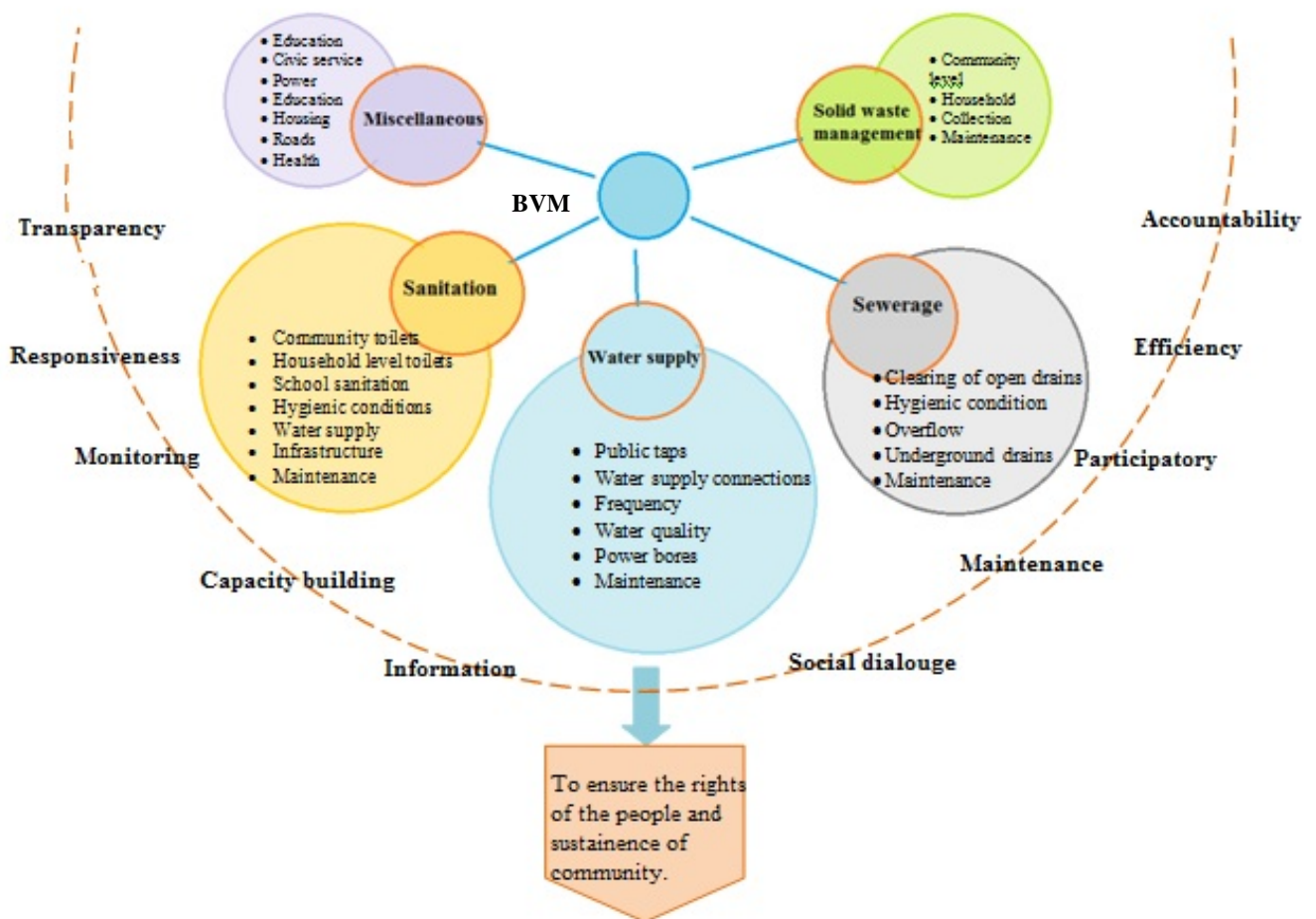
Rights-based approach for ensuring sustainability

Human rights protect the individuals against actions and omissions that interfere with fundamental freedoms, entitlements and human dignity. Individuals should be treated without discrimination on grounds such as race, color, sex, language, political, property, birth or other status. In 1948, the Universal Declaration of Human Rights combined freedom from fear and freedom from want, which promoted as the rights of future generations. Even the United Nations Millennium Declaration explicitly places both human rights commitments and development goals at the centre of the international agenda for the new millennium. This includes all civil and political rights, equality between women and men, rights of the child as well as the right to food, water, housing, health care and education, the right to work and rights at work, and the right to social security. Without deliberation of human rights a country cannot achieve sustained progress which may lead to socio-economic inequality, increased inequalities between and within countries are the obvious explanation of mismatch between a growing economy and slow social progress. As the development aspects were concern to achieve sustainable development and responsible for progressively achieving human rights to create an international enabling environment conducive to poverty reduction and to promote higher standards of living. Prioritizing reconstruction of physical and social infrastructure and delivering basic services leads to betterment of livelihoods. Due to lack of access to the basic services like water supply, sanitation, transportation, electricity, health, education etc., tends expose to aggravated conditions such as water scarcity, poverty, illiteracy, inefficient economy, unemployment, increase in crime rate, income inequality etc. It is every right of a citizen to access the minimum basic services and better standard of living according to human rights as social, civil and political rights such as right to water, right to life, liberty and security of person, right to education, right to adequate food, housing and social security, right to vote and take part in the conduct of public affairs and right to participate in cultural life, right to equal protection of the law, right to just and favorable working conditions, right to health, right to livelihood etc. The responsibility of political authority is to provide access to basic services and infrastructure facilities to all the sections of people especially disadvantaged people to protect and ensure the rights of citizens by attaining safe, healthy and secure environmental conditions.

Basti Vikas Manch approach to untangle the problem through representation



Level of issues dealt by BVM



Key project activities

- To empower community on WASH issues through mobilization, strengthening local level institutions (BVM's), propagate understanding on government programmes and developments through regular interface. In order to amplify collective strength of the communities through social dialogue and capacity building on WASH issues so that it creates a single platform shares the common interests which helps to resolve issues and sustain further.
- **Capacity building** for students in various aspects such as on WATSAN rights, advocacy, presentation skills, coordination skills, WATSAN policies and child rights etc.
- **Guiding the community on monitoring** drinking water quality, **hygiene behaviour and demanding the rights** such as right to water and sanitation.

- Conducting regular training for the BVM members to build the capacity which ensures the **well-built knowledge base on upcoming policy and schemes** to leverage support from public body and guiding the communities for sustainable livelihood.
- The inception meetings are the Basthi (slum) walks were organized frequently, which help in understanding the issue and prioritize accordingly.
- Facilitate representations on issues to Government Offices/ Officials/ Elected representatives to get visibility of issue that result in remedy.
- The information gathered is **acknowledged and shared with the communities** by conducting small Basthi meetings. This enables the slum dwellers to use the information during interface with the government.
- Key meetings were organized with the community leaders, city level interface and conducting Basthi walk which helps to identify and prioritize the issue.
- **Regulating community** through BVM helps to guide the community behaviour and awareness about the developments. Hence, enabling the communities in a sustenance manner with regular efforts on dealing with the issues resolved and issues pending are updated by dwellers at community level.
- **Ensuring the recurrent follow up** in submitting representations of all the three clusters on the identified issues and monitoring functioning of service and resolving the conflict in rendering the service.

Key Achievements

City Level Interface

- BVM was successful in building its network with the group of sanitary workers of GHMC. It conducted a press conference on 10.2.2014 to extend its support to the demands of the sanitary workers. Major findings pertaining to their health and hygiene, salary exploitation were recognized and resolving through continuous monitoring.
- The case of Banjara basthi reached a significant stand in sanctioning a budget of Rs. 8.5 lakhs for the fencing of the open Naala which was the cause of the anguish for entire community.
- BVM importunate efforts succeeded in dragging the supreme statutory body of Hyderabad i.e GHMC in hearing to their voice of rights and demands for resolving solid waste management issue and were handed over to the BVM team for further supervision. It also gained success in sanctioning the consumables for the area for collecting the wastes.
- Through direct approach through media, BVM efforts towards to attain visibility in exposing the issue of open drainage line got an immediate action from the commissioner GHMC for the

renovation of the open drains. This initiative has indirectly benefitted around 1000 households of the upper class community who are not members of BVM.

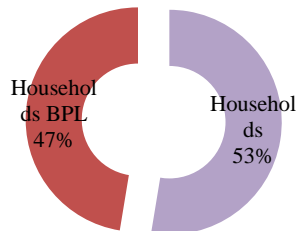
Capacity building

- The project team had participated in the workshop on challenges in urban WASH sector in India at Delhi on 3.2.2014 to 6.2.2014. This workshop was very encouraging as it reflected the wide experiences and served as a platform for different partner groups to exhibit their work and exchange various different experiences of their programs at large.
- Two training sessions on RTI and Lokayukta were organized at BVM head office on 22.2.2014 and 23.2.2014. These trainings were very helpful to the BVM teams and the communities to know the happening developments.
- The key interventions that have been organizing on regular basis for school children and the women for creating awareness programme on hand washing and hygiene management, Basthi walks, Media highlights, Filing RTIs, and celebrating events like World Toilet Day in the slums. Capacity building of school teachers and Anganwadi workers in developing a School Sanitation team.
- Regular training programmes have been conducted for the anganwadi teachers and the school children as a part of their hygiene training programme.
- Regular programme on domestic violence were conducted for the socially deprived slum women who are ignorant about the policies that are pro-women.
- The women groups of Rasoolpura are also in the initial stage of identifying funders to set up a low cost napkin making unit. The BVM is helping them identify the sources of funding and connecting them to various government schemes and supporting them in this effort.
- Water quality testing was the major intervention wherein the community was trained to test the water by themselves and understand the nature of it.
- On account of the Women's Day celebrations, BVM Rasoolpura had conducted an awareness session on women protection and their rights. Around 50 adolescent girls had taken part in this programme.

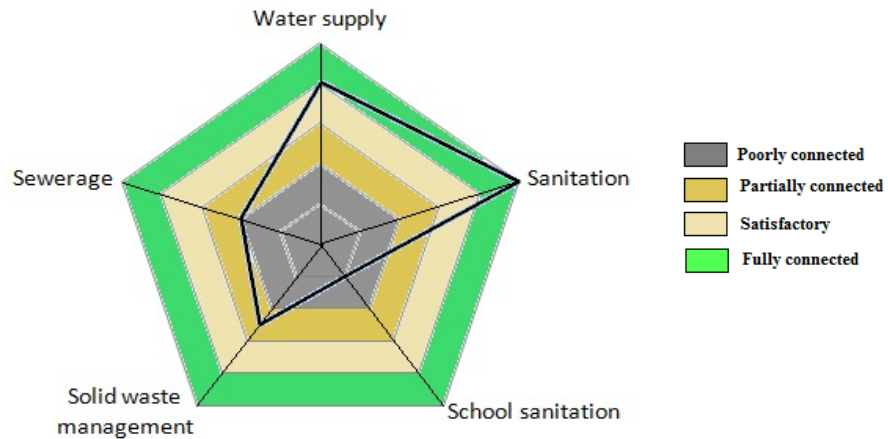
THE CASE OF ADDAGUTTA

Addagutta basti well-known as Asia's biggest slum, consists of 2579 houses with a population of 10328 persons, where 2325 households being under below poverty line. Residents reflect verity picture of slum during 20 years back, the scenario was even more vulnerable compare to current scenario and expose to the issues such as water supply scarcity, drainage over flow, water clogging during rainy season, frequent power cut's, lack of sanitation facilities, inefficient functioning of solid waste management, threat of tenure, inadequate physical and social infrastructure facilities. Though the scenario is better than earlier but issues were still in a nutshell.

Households under Below poverty line, Addagutta



Urban services connectivity at household level, Addagutta



- The above graph indicate that the municipal water supply connection is partially connected i.e., most of the them have an access to drinking water facility through household level municipal connection, but about 10-15% people depend on public taps and water tanker.

- Every household have an access to sanitation facility which indicate full connection, but lack of access to community toilets.
- School sanitation heading towards the poor connectivity which infers inadequate access to toilet facility and lack of availability of water supply for toilets.
- Even though solid waste management is at satisfactory level but heading close to poor level because inefficient collection of waste at household level and also at community level.

Major Issues

- The major concern is that encroachment of space around public taps, result in dismantling the existing public taps. This has been a peril to household's depend on public taps due to lack of accessibility of bore water facility at household level and also inefficiency in the frequency of municipal water supply.
- Most of the households facing problem due to lack of accessibility to bore wells for non drinking purpose usage, only 5% households have constructed for personal purpose and rest of them doesn't have access they depend on public taps which were getting encroached.
- The inadequate capacity of storm water drains and sewerage line were channeled into the same line lead to the leakage result in depleting the water quality. The residents and officials have endorsed fact that the leakage is polluting the water quality after the test.
- The problem of inadequate capacity of pipe line leading to the overflow of nalla's and manuals due to leakage round the clock which is creating hapless situation and also situation will be more aggravated during rainy season.
- Due to lack of community toilets people opt for open defecation also extending to security issues especially for women and girl child.
- Power bores were laid but due to the lack of maintenance they were getting inefficient.
- People claim that community toilets were failure model, inefficient due to lack of maintenance, lack of hygiene awareness and lack of availability of water supply for flushing.
- School sanitation is quite problematic, as existing toilets were locked by teachers for their purpose. One or two toilets were left to the students which were not properly maintained, this has resulted in fact that most of the students were vulnerable to get infections, students leave to home for using toilets and especially girl child were discontinued the education because of toilets were not available during the menstruation period.
- Lack of infrastructure facilities in Anganwadi schools

PROBLEM IDENTIFICATION AT ADDAGUTTA

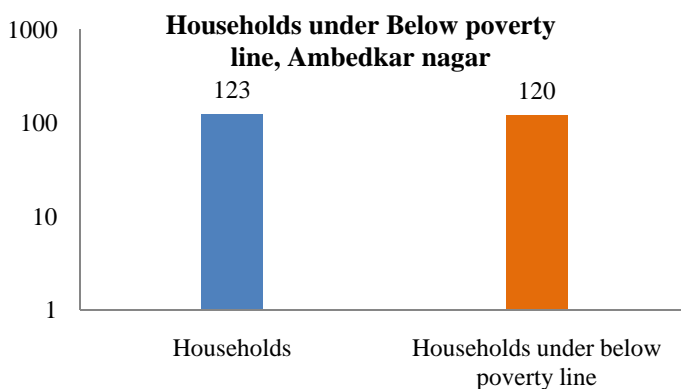
Issue of concern	Issue	Representation given	No of representations	Resolved
WATER SUPPLY	The major concern is about encroachment of space around the public taps by households resulting in dismantling of existing public taps. This has been a threat to household's having water shortage due to unavailability of bore water facility or inefficiency in the frequency of water supply.	To revive public taps from encroachment and provision of water supply on regular basis.	12	Resolved
	Shortage of water due to the infrequent water supply for limited time.	Drinking water purpose	15	Resolved
	Water contamination, due to storm water and sewerage pipeline were channeled into the same line which couldn't withhold the capacity led to leakage and polluting the water quality.	1. Water quality representation 2. channelizing storm water and sewerage line separately to avoid leakage and poor water quality	17	No response
	Most of the households facing water shortage problem due to lack of bore wells for non drinking purpose usage, only 5% of households constructed bores for their personal purpose while others always depends on public taps which were now getting encroach.	Construction of new power bore Extension of power bore	2	Resolved
	Allocated power bores after the representation, were functioning inefficiently due to the maintenance problem	Maintenance of power bores	5	No response
SANITATION	The area allocated for community toilets was encroached which also resulted in dismantling the existing public toilets	Reconstruction of community toilets	6	Resolved
	Due to lack of community toilets people opt for open defecation also extending to security issues especially for women and girl child. This also has resulted increase in school dropout ratio.	Awareness programs		Resolved
	The people claim that community toilets were failure model. Inefficient functioning due to lack of maintenance, lack of hygiene awareness and lack of water supply for flushing.	construction of infrastructure for community toilets Representation given for maintenance	5	No response
SCHOOL SANITATION	School sanitation is quite vulnerable, existing toilets were locked by teachers for their purpose. one or two toilets were left to the students which not properly maintained, this has extended to a fact that most of the students were prone to infections, students leave to home for using toilets and especially girl child. Even most of the girl children discontinued the education because lack of access to toilets during menstruation period.	Construction of toilets in order to house the requirement along with the provision of water supply and other fixture to maintain hygienic conditions.	2	Resolved
	Midday meals is not functioning effectively with poor quality, where teachers and servants were looting the resources.	Provision of nutritional food for mid day meal		No response
	Lack of infrastructure facilities in anganwadi schools	Anganwadi school problems especially infrastructure	2	No response
Miscellaneous issues				
SEWERAGE	Due to the debris and waste has disposed into open drains result in leakage of drains	To change drainage pipelines drain and underground drain cleaning collection of existing waste after cleaning Drainage system overflow	20	No response
		Open		Resolved

	Due to lack of capacity of pipe line leading to the overflow of nala's and manuals	Over flow of nalla	20	Resolved
EDUCATION	No proper distribution of books in government school	current issue		
	No proper infrastructure facility in government school			
	Due to the lack of capacity students were not admitted in school (recent issue)			
POWER SUPPLY	Street lights	Provision of street light facility	5	Resolved
	The electricity is tampered where the high charges are borne by economically vulnerable people	Review of meters which is giving high charges	1	current issue
RECREATIONAL	Lack of recreational facilities	Provision of parks and play grounds	current issue	
	lack of proper infrastructure facilities for community halls	Construction of community hall	4	Resolved
	Though trees and footpath were laid, due to lack of responsiveness no guards and water facilities were provided for planted trees which is resulting in wastage of resources.	Maintenance of facilitated trees and provision of more greenery	current issue	
HEALTH	Water contamination has became threat to health condition of people	Provision of health camp	1	Resolved
	Construction of hospital is sanctioned 5 years back but not yet implemented though the budget got channeled through JNNURM	current issue		
SOILD WASTE MANAGEMENT	Lack of maintainence facility	Collection of garbage at community level	5	Partially resolved
HOUSING	lack of security towards the eviction and demolition of house	current issue		
	Issue of land regulation (land title)			
CIVIC SERVICES	Ration card, Aadhar card and gas facility	Provision of ration and aadhar cards for people who doesn't have access.	20	Resolved
	Interest free loans were assured but people are forced to pay interest's	RTI on interest free loans	current issue	
	People doesn't have access to post office within area jurisdiction	Representation regarding post office		

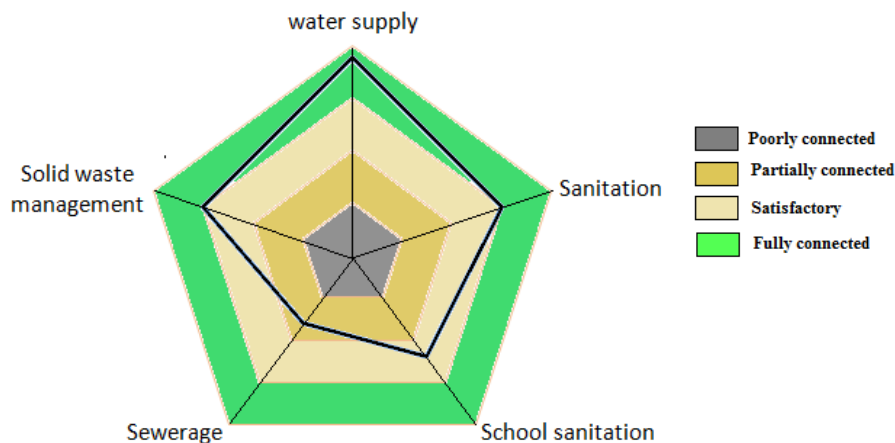
THE CASE OF BANJARA BASTI

Here the slums under Banjara hills, circle 10 were amalgamated and claimed as Banjara basti, this locality have a largely upmarket image, but over 45 per cent of its population lives in slums. Small cluster pockets started impending up way back in the 60s and early 70s when there was a spurt in construction activities in and around Banjara Hills said city historian Narendra Luther who has been living in Hyderabad for more than 50 years now. Initially it was a conglomeration of a few hutments, now population arouse over 1,000, Some like Udaya Nagar, Amebedkar nagar and singadi kunta even exceeded the 2,000 mark.

Eventually government land had occupied by the residents, though several attempts made to evict these hutments out of the locality, failed as they were highly influenced by their local leaders, encouraged these people to occupy space in such areas this has turn up parties to create huge vote banks. As it is a government land they couldn't get replaced, after many years of struggle the slum got authorized. Slums under Banjara basti consists of Uday nagar , Sigandi kunta, Gauri Shankar nagar and major focus is laid on Ambedkar nagar which is of 123 households with a population of 526 with 120 households living under below poverty line. The reflection of vulnerability of slum dwellers muses major inadequacy in access to basic and civic services. While the rich and high-end population of that area complains of unruly traffic and haphazard growth, the problems of slum dwellers continue to remain restricted to poor drainage, irregular water supply, lack of housing facilities and deteriorating sanitation.



Urban services connectivity at household level, Banjara Basti



- Water supply has full connectivity at household level i.e., 90% of household have access to drinking water facility at household level.
- Sanitation, access to toilets is at satisfactory level which indicates almost everyone has connectivity but there were no community toilets.
- School sanitation is at satisfactory level, because the existing toilets couldn't accommodate the people needs due to lack of enough toilets and water supply to toilets.
- Solid waste management is at satisfactory level because lack of access to household level bins and collection of waste. The dwellers manage to utilize community bin but they were not maintained properly, which is collected once in a week. This had lead to disposal of waste into open drains.

Major issues

- Water supply quality is been a major concern, due to the existing open sewerage nalla and solid waste dumping site has result in depleting the water quality. Even the water from existing open well is green in color and municipal drinking water has low quality.
- Water supply is not frequent enough to house the needs of dwellers and even the water supply from alternative sources such as water tanker and public taps were placed unproductively.
- Sewerage Nalla which is very wide and clogged with solid waste disposed by dwellers, ensuing vulnerability in terms of health condition and threatening environment of the entire area due to stinking. Many of the dwellers got slipped into nalla because there is no much

space to walk, where entire space is occupied by nalla. Even the situation is more vulnerable during rainy season.

- There is no government school around the premises and lack of access to facilities at Anganwadi schools which is even more aggravated.
- Even in the private schools, school sanitation is major concern which doesn't have an access to enough toilets, proper flush system, water supply facilities and hapless hygiene conditions. This has lead to increased girl drop out ratio due to conservative behavior of parents whose major concern is about the security and hygiene conditions. This has extended the need for creating awareness and enhancing the hygiene behavior of dwellers.
- Health camp facility is functioning ineffectively.
- Solid waste disposal bins were not provided at household level which is been threat to environment due to the waste is disposed into nalla and even lack of collection at community level is also responsible.

PROBLEM IDENTIFICATION AT BANJARA BASTI

Issue of concern	Issue	Representation given	No of representations	Resolved
WATER SUPPLY	Though dwellers laid water supply connections with their own finances, the issue which is bothering the community people is frequency of water supply i.e., once in five days which has resulted in shortage of water due to the infrequent water supply for limited time. Even the existing lines were aligned below the normal alignment resulting in low water pressure.	Representation to change the alignment of water connection pipelines and maintenance of regular frequency in service delivery.	2	Resolved
	Despite experiencing the consequences of above issue, people need to depend on other alternatives which were also inadequate due to lack of existing public taps and water tanker facility is not frequent enough.	Representation to facilitate public water tap facility	1	Resolved
	Due to the existing open sewerage nalla and near by dumping site has witnessed the taint of water quality.	Representation of water quality condition	1	Resolved
	Most of the households facing problem due to lack of bore wells for non drinking purpose usage they depend on public bore well where water is contaminated because of nalla which is seeming as grey water yet people	current issue		
SANITATION	Though there are toilets at every household level, due to lack of flush system and water supply fixtures, as they could afford. This result in effecting the hygiene conditions.	Provision of toilet and water supply fixtures to safeguard the hygiene conditions	1	Resolved
School Sanitation	Lack of government school around premissis. Existing private schools are confronting with maintenance constraints such as lack of water supply, lack of flush system and cleaning facilities to toilets. This has become threat to hygiene conditions.	current issue		
	Lack of toilet facilities in anganwadi schools	current issue		
Miscellaneous issues				
SEWERAGE	Stinking from nalla due to the disposal of solid waste into drain creating hassle and more adverse effects, there are also instances of children slipped into nalla.	Representation to provide fencing along the nalla	14	Resolved
	Settlements were occupied along the side of nalla, immensely effecting the health and daily living conditions of dwellers. During rainy season the situation is even more worse due to over flow of nalla.	Provision of concrete passover over the nalla	8	No response
EDUCATION	Lack of infrastructure facilities for anganwadi schools	current issue		
	No government school within premissis	Provision of primary school cum anganwadi school on available government land	8	Resolved
POWER	Electricity bills were generating high charges, borne by economically vulnerable people	current issue		
COMMUNITY FACILITIES	Lack of recreational facilities	Provision of park	1	Resolved
	lack of community hall for conducting community programmes and meetings	Construction of community hall	8	Resolved
HEALTH	water contamination has become threat to health condition of people	Provision of health camp	1	Resolved
	Lack of solid waste dumping bin at community level	Provision of garbage disposal area and bin at community level	7	Resolved

SOILD WASTE MANAGEMENT	Lack of provision of household level waste bins	Provision of waste disposal bins at household level to safeguard the surroundings and encourage hygiene environment	7	No reponse
	Lack of tri-vehicle for collecting garbage	Provision of tri-vehicle for collecting garbage	2	Resolved
	Inefficient operation in collecting the waste at community level.	Collection of garbage from community level bin	2	Partially resolved
ROADS	The roads were dugged to lay cement concrete roads which was not yet implemented which is creating inconvienece for the people.	Construction of cement roads	1	No reponse
HOUSING	Issue of land regulation (land tittle)	current issue		
CIVIC SERVICES	About 10% of people doesn't have access to ration card			
	The provisions facilitated under food security programme through PDS were not handed to people on regular basis			

PROBLEM ASSESSMENT

Parameter	Cluster	Category	Before representation	After representation
Water supply	Banjara basti	Improper allignment of water supply pipe lines		
		Inefficiency in drinking water supply		
		Lack of public water taps at community level		
		Insufficienct power bores		
		Hapless water quality		
	Addagutta	Encroachment of public taps		
		Inefficiency in drinking water supply		
		Hapless water quality		
		Channelizing of storm water and sewerage line separately which is effecting the water quality		
		Maintenance of power bores		
Construction of new power bore				
Sanitation	Banjara basti	Lack of toilet and water supply fixtures at HH level to safeguard the hygiene conditions		
	Addagutta	Reconstruction of demolished community toilets		
		Construction of new community toilets		
School sanitation	Banjara basti	Lack of maintenance of existing toilets in private school		
		Lack of infrastructure facilities in anganwadi school		
	Addagutta	Lack of toilets in school		
		Inadequate water supply for toilets		
		Insufficienct of maintenance facilities		
Sewerage	Banjara basti	Lack of fencing along the nalla has led to disposal of waste		
		Lack of concrete passover over the nalla creating hassle		
	Addagutta	Leakage of drainage pipelines		
		Damaged drainage system overflow		
		Clearing of the clogged open and underground drains		
Solid waste	Banjara basti	Lack of soild waste dumping bin at community level		
		Lack of provision of household level waste bins		
		Lack of tri-vehicle for collecting garbage		
		Lack of collection of garbage at community level		
	Addagutta	Lack of soild waste dumping bin at community level		
		Lack of collection of garbage at community level		
Community facilities	Banjara basti	Lack of recreational facilities		
		Provision of community hall for conducting programmes and meetings		
	Addagutta	Lack of parks and playground		
		Provision of community hall		
Health	Banjara basti	Provision of health camp due to water pollution which has been theart to health conditions of community people.		
	Addagutta			
Civic services	Banjara basti	About 10% of people doesn't have access to ration card		
		The provisions facilitated under PDS were not handed to people on regular basis		
	Addagutta	Provision of ration and addhar cards for people who doesn't have access.		
Housing	Banjara basti	Security of land tenure (land tittle)		
	Addagutta			
Education	Banjara basti	Lack of infrastructure facilities for anaganwadi schools		
		Lack of government school within premisis		
	Addagutta	Lack of infrastructure facilities for anaganwadi schools		
*Note : The Scalogram technique is used for above analysis, data collection is based on primary survey and enthomethodological research through non-participant observation and semi-structures interviews. The weighthges were assign to indicate the scale of the problem.				
Ranking		To indicate the existig situation is better without the facility	good	
		To indicate the situation need to resolved which might worsen	satisfactory	
		To indicate the situation is aggarvated people	poor	
		To indicate the need is resolved and need to be sustainence	resolved	
		To indicate the need is partially resolved, need for build up	resolved partially	
		To indicate the need to given representation	yet to be resolved	
For example	Health	Before representation, there was inefficiency to access the facility which is indicated as poor. While yellow color indicates that the people could able to acess the facility efficiently after the representation.		

This analysis stems from ethno-methodology research and primary survey; data collection for the research involves open ended and semi-structured interviews. Field work included – conducting interviews, non-participant observation and transect-walks accompanied by a key informant who is well versed with the area. Interviews were conducted through target groups – women and men across varying age groups, among whom, few were employed and few were on the search for jobs. The reason behind choosing the above mentioned target groups is- usually, women are key witnesses to problems which reflects the vulnerability on daily basis.

The scalogram technique is used to assess the condition of urban services before and after representation. The coloring indicates the scale of change in availing services across different issues.

In the above analysis, poor indicates that people in the community were disadvantaged and more exposed to vulnerability. There was also lack of awareness in the community before the project was initiated, where the people were unaware to tackle the issues. After undertaking a representation strategy in the community through social dialogues and capacity building by BVM which has reinforced belief and confidence in people to raise their voice to enjoy benefits as citizens, the prioritized issues starts getting partially and completely resolved with respect to different sectors.

These efforts have borne fruits as the system which was not responsive before the representation work began, has improved efficiency. BVM has aided in capacity building and to resolve other collateral issues independently which has been brought immense change in the behavior of people to demand their rights and access to information.

As the above assessment indicating the level of change in resolving issues through color coding, where major problems were prioritized through meetings and social dialogues, after the initiation the things were way far better than earlier, few were on partially resolved stage which need high budget and lengthy process or irresponsiveness of the functioning of governance body. So, there need for more concentration on updating the status of the issues.

SWOT analysis before and after representation (after taking the initiative)

Before the initiation of BVM					
Characteristic	Strength	Weakness	Opportunity	Threat	Remarks
Access to facilities					It indicates the level of accessibility to urban services is immensely hapless, reflects the weakness of community sustenance.
Maintenance of facilities					It is a threat to dwellers because due to inefficiency in maintenance of services will minify the usage of existing resources in turn it pushes people into vulnerable conditions.
Access to information about the ULB's					It indicates that people don't even know where and how to approach to tackle the issues, dwellers depend on local leaders led to political lobby which constraint the community from development
Providing information about policies / schemes					There could be an opportunity to facilitate information and awareness about existing schemes and policies create a behavioral change among dwellers, so that dwellers realise about their rights to avail services from authority.
Dwellers approaching the officials to address their issues					It an opportunity because lack of awareness among people and access to capacity building
Getting visibility about problem					It indicates the weakness because, Either there was no initiative taken before to address the issue or lack of concentration in addressing the issues
Immediate responsiveness and reciprocity from authority					Due the constraints such as inefficiency, corruption and opacity among the officials
Awareness among people					Due to the lack of common platform to bridge the barrier between information and community create more vulnerability.
BVM					Local level committee is an opportunity to insulate from political lobby and to put issues in place.
Change in behaviour					It's a threat to implement the remedies because even though things are in place which can only be sustained when there is change in behavior of the people

After the initiation of BVM					
Characteristic	Strength	Weakness	Opportunity	Threat	Remarks
Access to facilities					BVM has operated as vibrant platform which monitors on its own and interface with the government to resolve their issues. It has ensured the rights of people and enables sustainable livelihoods through the initiation. This had enabled slum dwellers on demanding their rights and resolving their issues without any external intervention. It has strengthened all the weakness and created opportunity for communities through regular dialogues and capacity building. Overall, it has witnessed strength in identifying the problem and a pathway of resolving the issues.
Maintenance of facilities					
Access to information about the ULB's					
Providing information about policies / schemes					
Dwellers approaching the officials to address their issues					
Getting visibility about problem					
Immediate responsiveness and reciprocity from authority					
Awareness among people					
BVM					
Change in behaviour					

The SWOT analysis reflects successful implementation of the project because the findings reveal that- before initiation of the project- people use to have lack of awareness to approach the governance body, lack of information about existing acts, policies and rights to demand as citizens. Slum dwellers were in isolation from basic urban services such water supply, sanitation and school sanitation. And those services within the proximity such as school, community hall, colleges and hospital etc. which were available were in aggravated conditions. People in the communities commonly faced safety issues, lack of availability of parks and play ground. Besides inaccessibility, they had no clue as to how they should access these services and how they should approach governing authorities to avail them with their needs. In some cases, they didn't know whom to approach as well. After the initiation of the project, water supply and sanitation accountability was ensured. Setting up a local body that acted as the community's support system

for addressing issues and strengthening the communities to realize and access to rights did help the community in bringing about change in their lives.

The weaknesses were targeted and necessary support was availed to the communities thus, enabling them with their needs. This capacity building approach became the strength of the community. Thus, the project has become successful. Access to information, capacity building, training at required level, creating systematic approach and awareness, social dialogues in addressing issues were all achieved after a conducting series of events. Encouraging public participation has strengthened the beliefs of the community which placed the unjust things as just conditions for improving the livelihoods of the people and community as whole.

Gap analysis

- Lack of immediate reciprocity from governance body
- Lack of update regarding the status of execution for resolved and partially resolved problems.
- Lack of behavioral change among people, people were not aware of functioning aspects of the services they are using, which has led to the damage of the infrastructure services initially provided resulting in maintenance issues.
- Lack of regular follow up by ULB after provision of facility due to lack of efficient functioning body
- Lack of monitoring after implementation which were ending up at status of being partially resolved.
- Lack of responsiveness to bother about maintenance after provision of facility even after representation given to ULB by BVM.
- There is no systematic strategy to get access to information from ULB that support the representation.
- Many of problems resolved through initiation were partially done which is result of lack efficient functioning, lack of responsibilities of bottom level officers and negligence of workers.
- Many of the problems which were represented were taking long processing to forward the file, though the sanctioning been done to address the issue. This is due to lack of a single

platform to get visibility of issue, reciprocity from officials, transparency, accountability and responsiveness at single process

- Need for more public participation at community level for monitoring and evaluation during implementation.
- Need for more capacity building and training about utilizing the resources, to bring behavioral change in utilizing the resources.
- Need for training on rights, current schemes and budget allocation to community people so that they can demand their benefits through voice.
- Need for more involvement of young people and literate population to create awareness within target groups and behavioral changes about hygiene conditions.
- Need to facilitate people through authentic note on updating about the representation and awareness about BVM with in community which help for people participation.
- Need to find the loop holes in status of issues resolved partially.
- Need to strengthen BVM towards monitoring to curtail maintenance issues.

The above gaps need to be rectified and channelized properly to attain sustenance of communities.

BVM impact on people's behavioral change

- Active participation of women across all the age groups, even men dwellers during meetings and representations.
- Basti meetings has strengthen the hopes and beliefs of the dwellers
- Representations has encouraged public participation, this has build the knowledge and awareness about how to get the works done and approachability.
- Access to information about the schemes and policies has extended to realise their role and demand their benefits as citizen
- Capacity building has strengthened their capacity and aware of the rights, how to access services and strategies to approach. It also erected the information and communication skills of the dwellers to reflect on their issues at any level.
- It had encourage children participation at school level, who

Basti Vikas Manch has led to foster the capacity of dwellers especially it has attracted the most of the women participation during the basti meetings, who are major witness of vulnerability to the extent, not only above aspects it also influenced the people in solving other collateral issues.

On point: In a nutshell.....

These are the facts claimed by dwellers

- They don't have guidance, how to approach in order to tackle issues
- They don't have awareness about the existing policies and schemes
- They always use to depend on community activists and local leaders to address their issues, most of them were misused and exposed to political lobby
- They don't know what their rights are and what they meant for.
- Lack of awareness about loop holes in solving issues.
- Lack of capacity to communicate.

Need to visualize BIG!0

People perception on how the authority needs to be

- Need for a independent authority which could address and tackle their issues at single platform
- Need for public domain to access information
- Need for responsiveness and reciprocity from the officials when they pass a complaint
- Need for efficiency and transparency
- Need to focus on development strategies according to their interest
- Need to deploy persons for maintenance purpose
- Need for resolving minor issues in quick span, by giving powers to the enquiry officers in decision making
- Need to alter the vertical hierarchy where the file process need to be quick and house the efficiency without lobby

Futuristic of slum community development retain as sustainable communities through BVM initiation

The futurity's of the project renders fact that the initiation has an impact on people in accessing services over a period of time by creating sustainable communities because access to information and the capacity to demand the authority to avail all other facilities has been created through awareness and capacity building.

But, it could change the attitude of the people in utilizing the resources, hence need for capacity building to ensure efficient functioning and to overcome constraints pertaining to maintenance. Even though BVM tries to bridge the gap between people and information, there is a need for efficient governance platform to addressing the below factors so that to attain sustenance of the posterity.

The factors responsible at institution level are -

- Lack of barrier between community and officials
- Lack of proper platform to consult regarding issues
- Lack of efficiency in functioning processing the issues
- Lack of follow up led to inadequate maintenance and monitoring again result in emerging of problems.

These are the strategies can strengthen the above barriers -

- Common apolitical regulatory body which address and resolve issues at one platform.
- Need for separate department which concern about maintenance and other constraints by engaging BVM as monitoring body.
- Accommodating a space for BVM as apolitical local level body which will bridge the barrier of access to information, capacity building and connecting the people and officials through social dialogue
- Need for bottom up approach in resolving the issues at community level, which can be segregated and resolved based on the hierarchy of priority of the issue.
- Need to devote more powers to the independent body at every level of decision making to implement efficiently without regulatory capture.
- Need to house a stand for public domain, which will guide to access the information especially to slum dwellers. Providing space for public participation in formulating and decision making

during development of policies or schemes which has to be concentrated according to public interest.

- At community level, need to reinforce the behavioral change

As institutions is majorly facing the lobby with vertical hierarchy structure even after issuing the remedies due to long procedure taken by the other hierarchy level which has to be quick and need to adopt the corporate governance approach in attaining efficiency.

The study interprets the fact that the urban local bodies are overburdened with functions and it is getting very difficult to carry huge investment on provision of basic services from the base level that lead to taxing high user charges, even though authority charging higher taxes it is unable to accommodate all the needs of the people according to their public interest, affordability, efficiency and equity due to the complexity of the institutions and their overlapped functions. There is chance of capture – i.e. certain policies may not favor certain sections of the society. Even the regulatory bodies were exposed to lack of capacity, corruption, lack of funds leading to fiscal crisis and political pressure in decision making result in regulatory capture, mismanagement, weak monitoring, lack of transparency and accountability, inefficient service delivery and rent seeking extended demand for formation of independent regulatory authority.

So, to avoid this consequence and promote competition, efficiency and sustainability there is a need for increasing the interaction between public, private and society in public domain to formulate policies together leading to enhancing their responsibility through stakeholder regulation. Unless the above constraints are resolved we cannot achieve a balanced development for posterity.