

## Case Study – Community Ownership on Water Woes

<b>Date of field visit</b>	January 2019
<b>Author/ rapporteur</b>	Shalini
<b>Name of the district</b>	Hyderabad
<b>Name of the Partner</b>	SaciWATERS
<b>About the village (its approach from the main city, kind of people, type of houses)</b>	Pandit Nehru Nagar is a basthi located in Moosapet cluster under Greater Hyderabad Municipal Corporation (GHMC) administration, Hyderabad city, Telangana. Most of this slum dwellers are mainly daily wage labourers and private employees. The houses are mostly pucca and semi-pucca.
<b>Name of the person</b>	<b>Chand Pasha</b> <b>BVM Convenor, Pandit Nehru Nagar</b>
<b>Name of the Village, City, State</b>	<b>Pandit Nehru Nagar</b> Hyderabad, Telangana
<b>Age / date of birth</b>	
<b>Occupation</b>	Community leader/Ward member
<b>Partner NGO associated</b>	SaciWATERS
<b>About the family -</b> Number of family members Name and age for the family members Number of earning members	
<b>Background information</b> (about his/her family, lifestyle, number of dependent members in the family, and so on)	Pandit Nehru Nagar basthi consists of 521 houses, of which 96% of the total population is minority. It is highly populated and is complete in itself with the presence of shops selling variety of goods and essentials. Though 90% of the houses have individual household water connections 80% of the households had to

	<p>depend on public stand posts for drinking water for various reasons. This case study tries to capture how these households are meeting the water needs from limited access to basic access with the project team intervention and community ownership towards water vows.</p>
<p><b>Challenges faced</b></p>	<p>Basthi Vikas Manch” is already a known non-affiliated city-wide platform of Citizens, in which the project team is working towards the betterment of conditions in slums of Hyderabad primarily on issues of Drinking Water, Sanitation, and hygiene.</p> <p>As a part of the project, regular meetings were conducted in the slum with BVM members to orient them on the importance of water, sanitation and hygiene rights and how to solve their issues by interfacing with government and approaching the concern departments. As mentioned above that even after having the household water connections for 90% of the houses in the community they had to depend on public water points because of the various reasons like water frequency, irregular timings in water supply and this community is located at an higher altitude so the pressure of water supplied to these households is very less and insufficient. So 80% of these households fetches the drinking water from public water points only. With individual household connection water is available only for 30 minutes to 1 hour and it is supplied for every 3-4 days. Even though they are paying the water tariffs to the government regularly for that minimal amount they are receiving with low pressure, lower frequency and irregular timings still it has remained as the biggest issue.</p> <p>There are around 26 water points in the community and out of which 25 points are functional and used for drinking purpose only. These water points are also with low pressure and reliability of it is mostly available but community used to face a water scarcity problem all around the year and most heavily during summer season. During the baseline survey itself the project team have observed water issues in the community and after the BVM formation and few capacity building programs in the community, the team have approached the community and found out the water issues in detail. On water frequency and low pressure issues many representations to water board has been submitted but the issue was not resolved. Project have supported for the hardware constructions in community to improve the water access among most marginalised communities. Project team including civil engineer have visited the community and found out the details of</p>

water lines, source etc. and required technical feasibility is done to enhance the water pressure and user group has been formed and repaired 6 stand posts in the community through which 49 households i.e. 245 people have gained access to safe drinking reaching to the basic from limited access. Even after repairing the public stand posts in the community water problem was not solved in other lanes so pipe line extension to some extent has been done with the construction of 4 more stand posts in the community. Looking at our project activities and our support in water hardware community have come forward in extending the pipeline which would benefit additional households and have contributed around Rs.10,000/- and requested the project team to extend the pipeline. Through this intervention i.e. with second round of repairing and reconstruction of stand posts and pipeline extensions additional 97 households i.e. 485 people are benefitting with this. With overall intervention total 11 public water points were repaired and 730 people have a basic access to safe drinking water. After the repairs and reconstruction of stand posts in the community, the team have been conducting water quality test regularly once in a month and results are being shared with community. Community, user groups have also been trained on water quality testing by project team. In case they are getting a contaminated water very immediately BVM with the help of project staff writes a representation to the water board and get it resolved at the earliest.

**WASH situation:**

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| <ul style="list-style-type: none"> <li>• <i>What are the current facilities?</i></li> <li>• <i>Where do people collect water from?</i></li> <li>• <i>Where do they go to the toilet?</i></li> <li>• <i>Impacts of lack of WASH services on people's lives.</i></li> <li>• <i>What was the situation earlier?</i></li> <li>• <i>Is it better now? How?</i></li> </ul> | <ul style="list-style-type: none"> <li>• Almost 90% of the households in Pandit Nehru Nagar has access to individual household water connection but 80% of them are depended on public water points.</li> <li>• They are getting water for 30mins – 1hr for every 3-4 days and quality of water is average.</li> <li>• Every household in this basthi has individual toilet connection in their houses but for the 10% of the household toilets are not connected to sewerage system</li> <li>• Solid waste management is very poor in the community and team have capacitated and conducted door to door campaign on source segregation of waste to promote it at household level. The project team have distributed twin bins with one bag to the household for source segregation and it is being closely monitored.</li> </ul> |
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<b>Quotes/ important messages shared</b>	<p>“Even after having a individual household municipal water connections and paying a water tariffs regularly we had to depended on water points (which are low pressure) for additional water for hours together to fetch the water. Since these stand posts are reconstructed we could able draw good amount of water with high pressure and now it is not taking much time in fetching the water” says user groups women.</p>
<b>Role of WaterAid or Partner NGO in his/her life</b>	<p>SaciWATERs team through BVM was able to mobilize the community through strengthening of BVM at slum level. The team has organized several meetings to initiate community led monitoring of slum level development in WASH and supported for hardware structures in the community to provide safe drinking water to the most marginalised households.</p>
<b>Future desires/ aspirations/ plans</b>	
<b>Achievements/ impacts on his/her life through this intervention</b>	<p>This brings to the light that a sense of responsibility and need for Water has made the BVM and community members to come forward and work for their community development and built their confidence and knowledge on realizing their rights and to solve their own issues.</p>
<b>Any other relevant information</b>	
<b>Please attach:</b> <ul style="list-style-type: none"> <li>• Pictures with captions</li> <li>• Any other document/information</li> </ul>	<b>Format for caption of pictures:</b> who + when + where + why

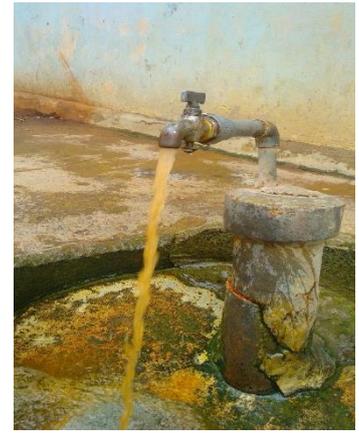


Figure 1 & 2: Water issues in the community

Figure 3: Contamination water coming from the stand post



Figure 4 & 5: Hardware assessment in the community for repair and reconstruction of standposts



Figure 6 & 7: Repair and Reconstruction of Standposts



*Figure 8 & 9: Repair and Reconstruction of stand posts and platforms around stand posts in the community*