

**Beneficiary Assessment  
of  
Water Resources Management Programme (WARM-P), Nepal**



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All the 72 respondent households who cooperated in furnishing the information in the course of interviews at household level;

The participants of all 24 focus group discussion sessions for active participation and sharing their experience and opinions about the project;

Appreciation must be made of the entire participants in the 12 community meetings for sharing their experiences and views on the various aspects of the project openly;

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The WARM-P Beneficiary Assessment Team

## **FOREWORD**

The present exercise is the outcome of the mutual interest of the Swiss Agency for Development and Co-operation (SDC), the Swiss Water & Sanitation NGO Consortium and the Water Resources Management Programme (WARM-P) to carry out a Beneficiary Assessment (BA) in WARM-P supported projects as well as in developing a broader framework for conducting BAs. The outcome of the present endeavour is expected to contribute to making the project activities able to cope with the changing dynamics in the socio-economic horizon of rural communities of Nepal.

It is a great pleasure to see the Assessment Report on the projects implemented with support from WARM-P in selected districts of the mid- western development region of Nepal. The report reflects the perception of the clients population in terms of changes experienced related to water, sanitation and hygiene (WASH) after the project intervention. The feedback received from the household surveys, focus group discussion sessions, community meetings and interaction with people of various walks of life serve as the fundamentals of suggestions made in the report.

The methodology followed in the present exercise is based on global experiences of participatory methods in general and on conducted BAs in particular. The methodology was jointly reviewed by a team composed of staff from WARM-P, Helvetas Swiss Interco-operation Switzerland (HSI), and the Asia Regional Hub of the Swiss Water and Sanitation NGO Consortium to best suit the context of Nepal.

We warmly welcome all the comments and suggestions on the report which we feel will contribute to further sharpen the BA approach as well as the programmes to which it is applied.

**Project Management Unit**

**SWISS Water & Sanitation NGO Consortium**

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## LIST OF ACRONYMS

BA : Beneficiary assessment •  
CO : Citizen Observer  
Co-NF : Co-National Facilitator  
DDC: District Development Committee  
NM-F : Non Marginalized Female  
M-F: Marginalized Female  
FGD : Focus Group Discussion  
GFS : Gravity flow water supply  
GoN: Government of Nepal  
HH : Households  
JJ : Janajati  
LLB : Local Latrine Builder  
LSP: Local Service Provider  
NM-M : Non Marginalized Male  
M-M: Marginalized Male  
NF : National Facilitator  
NGO: Non Governmental Organization  
ODF : Open Defecation Free  
QARQ : Quantity, Accessibility, Reliability and Quality  
RWH : Rainwater Harvesting  
TBC : Total Behavioral Change  
UC : User Committee  
VDC : Village Development Committee  
VMW : Village Maintenance Worker  
VWASHCC : Village Water, Sanitation & Hygiene Coordination Committee  
WASH : Water And Sanitation  
WRMC : Water Resource Management Committee  
WARM-P : Water Resources Management Programme  
WSP : Water Safety Planning  
WUMP : Water Use Master Plan  
WUSC: Water Users and Sanitation Committee

# EXECUTIVE SUMMARY

## Beneficiary Assessment (BA)

Beneficiary assessment (BA) is a largely qualitative approach of evaluation using systematic consultation of project beneficiaries to investigate their perceptions about the programme/projects. Basic characteristics of the BA approach include:

- Participative, based on peer-review principle (e.g. “community members assess community-focused projects”)
- The assessment excludes project staff in the field phase in order to minimize bias
- Emphasis is on qualitative assessment: What changes / Why?
- Perceptions and views of the client are considered more important than precise data based on the premise “it is better to be approximately right than precisely wrong”
- Based on knowledge and experiences of local actors
- Use of PRA methods and triangulation emphasised in analysis of information solicited

More explicitly:

- A BA is about views of people on project **results** (if relevant this can include project performance and deliverables). Thus, a BA usually does not cover “participatory community development **planning** processes” in general; the strength of a BA lies rather in the **assessment** of project / program results
- The BA process ensures that people can freely express their views and are listened to without interference from project staff or implementing partners

## WARM-P Beneficiary Assessment

The overall objective of the WARM-P, BA was to solicit the clients/beneficiaries’ views and perspectives on results and changes that occurred in the WARM-P project areas due to the project intervention, applying a peer assessment approach.

The specific objectives were to:

Solicit the clients’ genuine views and perceptions on change seen in the project areas on water, sanitation and hygiene at household and community level

Document the clients’ views and perceptions on the process used in implementation of the WARM-P in the programme areas

Test the validity of the BA in field situations

The selection of the geographical areas for the BA was done based upon the principle of **representativeness**. WARM-P has been working in four districts of mid western region; Achham, Dailekh, Jajarkot and, Kalikot. For the purpose of BA, a total of 12 water and sanitation schemes at the rate of 6 in each Dailekh and Jajarkot districts were selected using stratified random sampling. This number represents the maximum number of schemes that could be assessed within existing time, logistical and budget constraints. However, selected 12 schemes represented both gravity flow and rainwater harvesting schemes and also represented old aged schemes of about 10 years age and new schemes of average 2-3 years of age.

## Methodology

The household interviews, Focus Group Discussions (FGDs) and Community Meetings (CMs) were the main tools in gathering information from the field and the responsibility of information generation was shouldered by the COs.

To complete the whole task in 2 days per scheme, a peer group of 3 COs was divided into two sub-groups comprised of two COs in one sub-group and one CO plus one National Facilitator (NF) or Co-National Facilitator (Co-NF) in the second one.

Altogether 72 households i.e. 36 households each from Dailekh and Jajarkot districts were selected for face to face interviews. A total of 110 respondents from 72 households (both the districts), including 59 females and 51 males actively participated the household level interview.

A total of 24 Focus Group Discussion sessions were held in 12 schemes of the two districts where altogether 178 participants including men and women from marginalized and non-marginalized social groups took part in the discussion.

Community meetings (CMs) were held in all 12 schemes under study to share the findings of the household surveys and focus group discussions and to receive feedback in order to fill-in the missing information. About 350 people (average 30 per scheme) participated in the above 12 community meetings.

## **Results**

### **Water Use Master Plans (WUMPs)**

Client's awareness regarding WUMP and its importance and usefulness was discussed in each of the 24 FGD sessions held in both the districts. The findings reveal that 50 percent of FGs in Dailekh and 88 percent in Jajarkot were found aware of WUMP and about 25 percent and 63 percent of FGs in Dailekh and Jajarkot respectively responded positively about its usefulness.

### **Water Supply**

Clients were asked about the level of water supply services reaching them in terms of quantity, accessibility, reliability and quality (QARQ). In both districts, users' reported time savings ranging from 1 hour to more than two hours. Accordingly, most of the respondents confirmed improvement in quality of water. Similarly, in terms of adequacy, 71 percent in Dailekh and 64 percent in Jajarkot mentioned water to be adequate in gravity flow systems whereas the households with rainwater systems made mention of adequate supply for about 6 months only in a year.

### **Sanitation**

All 72 households were found to be reasonably aware of the importance of sanitation and hygiene. The extent of open defecation seems to have gone down drastically in both districts. More than 80 percent of the households in both the districts were reported to have a toilet in their homestead and are in use. A similar trend is noticed in the case of hand-washing with soap during critical times.

### **Water Sharing**

Considering the reality of caste structure persisting in Nepalese society, an attempt was made to assess the equity issue relating to sharing of water from the water supply systems established in the communities. It is noteworthy that almost all FGs participants indicated no discrimination based on the caste and economic hierarchy existing in any of the schemes

### **Changes in Behaviour and Effects**

Responses received in all the 12 schemes, related to this issue, indicate significant positive changes have occurred in the communities. Achievements made in regard to Open Defecation Free (ODF) in the scheme areas, reduction in incidence of water borne diseases due to availability of safe and clean water, reduction in time consumed for fetching water and

use of saved time (in economic activities and household chores), were the notable changes in the scheme areas.

### **Effectiveness of services of trained persons at local level**

The results of the household survey indicated that the services of trained local technical persons like VMWs, WTCTs, LLBs, Mistries were useful to the communities. The results show that 75 percent of respondents in Dailekh and 64 percent in Jajarkot mentioned good work from WTCTs. Likewise, 63 percent in Dailekh and 86 percent of respondents in Jajarkot expressed that VMWs are doing good work. 24 FGDs were also in agreement with that of the household level respondents.

### **Functioning of Water User and Sanitation Committee (WUSC) and Village WASH Coordination Committees (VWASHCCs)**

With regard to WUSC functional status, more than 70 percent of the respondents in both the districts affirmed that the WUSCs have been functioning satisfactorily. However, knowledge among the respondents about the total O&M funds collected from users and about its deposition and use was found to be very low as only 25 percent of the respondents in Dailekh and 14 percent in Jajarkot in gravity system had knowledge about it.

The VWASHCC is instituted to coordinate all WASH activities at VDC level as per the policy formulated in the National Hygiene and Sanitation Master Plan 2011, in the direction to achieve universal coverage of WASH in Nepal by 2017. The findings reveal that the VWASHCCs in all the six VDCs under study have been active in coordinating WASH activities.

### **Partner Organisations**

Responses received in terms of both software and hardware support, rendered by the NGOs and consultant partners, in general was found to be at a satisfactory level. However, it was reported that there is need of more technical training at the scheme level mainly for VMWs, Rainwater Mistries etc.

### **Reflection on BA**

In view of the above results and based on experience gained during the field study, it was realized that BA is a very effective and powerful tool to ensure meaningful participation of client's and to ensure generation of ground realities. BA involves simple and easy methods of interaction where beneficiaries themselves play the key role in organizing discussions and collection of information. BA is based on principle of social inclusiveness where people feel very much comfortable to open up and express freely their feelings in the given circumstance. Compilation and presentation of the first hand information from the community level is highly effective method of bringing in the real voices, real views and opinions of the users. With the experience from WARM-P BA in Nepal, it is strongly recommended to apply this effective method of project evaluation (that helps to investigate client's perceptions and feelings about the programme/projects) in other development programmes as well.



# 1. CONTEXT OF THE WARM-P BENEFICIARY ASSESSMENT

## 1.1 About WARM-P

The Water Resources Management Programme (WARM-P) of HELVETAS Swiss Inter-cooperation, Nepal, was started in the year 2001. The programme was based on experience and learning evolved through its earlier water and sanitation projects implemented over more than two decades (1976 to 2000). The scope and mandate of WARM-P was broadened from water and sanitation to integrated water resources management. Since 2011, WARM-P has been part of the Swiss Water & Sanitation NGO consortium. At present, the programme is in its 4th 3-year phase. The main goal of the programme is to improve well-being of the rural communities through equitable and efficient sharing of water resources and improved sanitation. The programme is aimed at:

- Strengthened capacity of key local actors to implement and operate water resources services
- Improved access to water and sanitation in communities

In direction to achieve the stipulated objectives, Village Development Committees (VDCs) are facilitated for the preparation of Water Use Master Plans (WUMPs), which are used to identify priorities and guide WASH-related infrastructure development in a specific context. Besides preparation of the WUMPs, implementation of water and sanitation schemes prioritized in the WUMP are also facilitated. It also assists VDCs to link up with potential resource organizations for realizing other schemes of the WUMP that are not implemented by the project itself. Hygiene and sanitation is an integral part of drinking water schemes. Once an entire project area is equipped with toilets, the area is declared an Open Defecation Free (ODF) zone. Capacity building events such as social and technical training are provisioned in the programme for the focus population to ensure effective and efficient implementation and sustainable operation of water and sanitation schemes.

The programme is being implemented in four districts namely Achham, Dailekh, Jajarkot and Kalikot in the mid-western development region of Nepal. The programme works in close coordination with VDCs and enters into partnership with local NGOs. The primary stakeholders of the programme include: i) water and sanitation users, ii) user committees and iii) trained local service providers such as Village Maintenance Workers (VMWs), Local Latrine Builders (LLBs) etc. As WARM-P has been under implementation for more than a decade, an assessment of the programme was needed to help shape and drive it in the future.

## 1.2 About Beneficiary Assessment

The beneficiary assessment (BA) is a largely qualitative method of evaluation using systematic consultation of project beneficiaries to investigate their perceptions about the programme/projects. This method complements quantitative surveys and other traditional data collection methods. The BA approach aims to assess the effects/impact of development programmes/projects from the point of view of intended beneficiaries. Basic characteristics of this BA include:

- Participative, based on peer-review principle (e.g. “community members assess community-focused projects”)
- The assessment excludes project staff in the field phase in order to minimize bias
- Emphasis is on qualitative assessment: What changes / Why?

- Perceptions and views of the client are considered more important than precise data based on the premise “it is better to be approximately right than precisely wrong”
- Based on knowledge and experiences of local actors
- Use of PRA methods and triangulation emphasised in analysis of information solicited

According to SDC’s Quality Assurance Unit a BA is about getting people’s perspective on development results in a fair way and to use the findings to adapt and to steer development processes (see link: [SDC Beneficiary Assessment - How to Note](#)). The BA set up and method has to be adapted to the specific contexts and situation of its use. The following principles should be considered when designing and implementing a BA (see Annex 1 for further details):

- Participation and ownership
- Inclusion
- Representativeness
- Differentiation
- Self critical quality of analysis
- Responsiveness

More explicitly:

- A BA is about views of people on project **results** (if relevant this can include project performance and deliverables). Thus, a BA usually does not cover “participatory community development **planning** processes” in general; the strength of a BA lies rather in the **assessment** of project / program results
- The BA process ensures that people can freely express their views and are listened to without interference from project staff or implementing partners

### 1.3 Objectives of WARM-P Beneficiary Assessment

The overall objective of the BA was to solicit the clients/beneficiaries’ views and perspectives on results and changes that occurred in the project areas due to the project intervention, applying a peer assessment approach.

The specific objectives were to:

- Solicit the clients’ genuine views and perceptions on change seen in the project areas on water, sanitation and hygiene at household and community level
- Document the clients’ views and perceptions on the process used in implementation of the WARM-P in the programme areas
- Test the validity of the BA in field situations

## 2. METHODOLOGY

The BA process mainly consists of four steps in its execution;

1. Planning Phase
2. Training/testing approach
3. Implementation of the beneficiary assessment
4. Data processing, analysis and report finalization

### 2.1 Planning Phase

In case of the first step 'Planning', the project WARM-P was supposed to take the lead in carrying out various activities as to form the basis for assessment. These activities consisted of;

**Deciding Project Area for Assessment:** The selection of the geographical areas for the BA was done based upon the principle of representativeness. As mentioned, WARM-P has been working in four districts; Achham, Dailekh, Jajarkot and, Kalikot. For purposes of the BA, a total of 12 water and sanitation schemes at the rate of 6 in each Dailekh and Jajarkot districts were selected using stratified random sampling. This number represents the maximum number of schemes that could be assessed within existing time, logistical and budget constraints. However, selected 12 schemes represented both gravity flow and rainwater harvesting schemes and also represented old aged schemes of about 10 years age and new schemes of average 2-3 years of age.



Photo 1: Multiple Water Use

**Prepare BA Concept Note:** This was meant to provide explanation to the local partners and project beneficiaries to clarify the idea of the BA. This mainly included the objectives of planned BA, the methodology (how?), roles of each parties and individuals involved (who to do what?) and the time schedule (when?).

**Selection of "Citizen Observers (COs)":** COs were selected from within the beneficiaries groups and later on trained as the 'evaluators'. These COs were selected by the respective User's Committees with support from the local NGO partners of WARM-P. NGO partners facilitated User's Committees of the all the schemes in proper use of CO selection criteria. COs were the ones, who took responsibility to carry out the assessment task with back support from National Facilitator (NF).

**Selection of National Facilitator (NF) and Co-NF:** The project supported selection process of NF and Co-NF to facilitate the BA process. NFs were responsible for organizing CO's training and were responsible to facilitate COs during the field assessment survey. Also, NFs were responsible to produce the draft report based on the field findings and to organize a validation workshop to validate the findings. Report will be finalized based on the suggestions received in the validation workshop.

## 2.2 Training/Testing Approach



Photo 2: BA tools, group practice

A week long training was organized for NFs and COs to provide conceptual clarity about the BA and to impart required practical skills on the assessment process. The first two days were spent on NFs training whereas rest five days were spent on intensive class room training and field testing of the methodology. Class room training consisted of several PRA processes where group works and role plays were the main tools used. After class room training, COs were taken to few pilot schemes for practical work.

The following were the main tasks undertaken during the training period;

**Revisiting the Concept Note:** Concept note prepared by the project team for the planned BA formed the basis for preparing training schedule and taking up the training event. The assessment framework was widely discussed and revisited during first two days of Facilitators training. Main areas and sub areas to be assessed were thoroughly discussed and adjusted according to the outcome level of the project log frame.

**Refining Guidelines and Tools:** Assessment guidelines, to be used by COs, mainly for household interviews and focus group discussions were reviewed thoroughly and made user friendly to the extent possible to suit the given context.

**Development of Questionnaires:** To comply with the implementation methodology as described in the concept note, preliminary sets of questionnaires for household level interviews, focus group discussions and the community meetings were agreed and sketched out during the first two days of Facilitator's training. However, COs were also asked to make their contribution, in finalizing the set of questionnaires, based on practical works conducted at pilot fields.

**Familiarization with the Methodology and Group Practicing:** This is a very crucial and very important step especially for the COs who will be leading the whole process of BA implementation in the real ground. Several rounds of role plays covering mainly the stipulated methodologies of household interviews and focus group discussions were organized. Each of the CO was given chance for leading the exercise and for taking notes on rotation basis. Focus group discussion sessions were also held forming groups within and among the participants.

**Implementation Schedule and Formation of CO's Groups:** For implementation of the real work in the field, a work schedule was prepared for all the activities including field assessment survey.

## 2.3 Implementation of the Beneficiary Assessment

The household interviews, Focus Group Discussions (FGDs) and Community Meetings (CMs) were the main tools in gathering information from the field and the responsibility of information generation was shouldered by the COs.

To complete the whole task in 2 days per scheme, a peer group of 3 COs was divided into two sub-groups comprised of two COs in one sub-group and one CO plus one National Facilitator (NF) or Co-National Facilitator (Co-NF) in the second one. In doing so, COs from their own schemes and the NF or Co-NF were assigned responsibility of taking notes of the discussions.

Altogether 72 households i.e. 36 households each from Dailekh and Jajarkot districts were selected for face to face interviews.



Photo 3 : Household Interview, Dailekh

A total of 24 FGDs were organized in 12 schemes of the two districts (12 FGDs in each of two districts). In doing so, proper attention in representing gender and existing ethnicities and related economic standing of the members to participate in the FGDs was paid.

12 Community meetings (CMs) one in each scheme under study were held in both the districts to receive feedback in order to fill-in the missing information.



Photo 4: Women's FGD Jajarkot

A validation workshop with the support of COs was held where the consolidated findings were presented to and discussed by a variety of BA stakeholders. This event was the final stage in the process of verifying the findings, to complement missing elements if any, and to provide an opportunity for those who had not previously contributed to the BA to share their thoughts (e.g. WARM-P project staff and implementing partners, User Committee and VDC representatives). The validation workshop included user's committee representatives, COs, facilitators, VDC representatives, WARM-P project staff and partners, etc.

Aside from soliciting feedback from participants on the findings, the workshop was also designed to gather reactions on the BA approach itself.

## 2.4 Data Processing, Analysis and Report Finalization

The COs played the main role during the reflection on the responses gathered from the field and they were supported by the respective facilitators. The principle of “**Self critical quality of analysis**”, where COs could assist in the interpretation of the results based on their familiarity with the local context, served as the guideline while analysing the collected information. The perceptions and views of the COs were also taken into account in the analysis process. Careful attention to the implications of positions, social status and potential bias of all involved actors (assessed, citizen observers, facilitators....) was paid in the analysis of information and drawing conclusions. Triangulation of findings made from FGDs, community meetings and face to face interviews with households was instrumental in enabling reliable interpretation.

The received information/responses of the BA exercise were translated into English, coded, and processed in an SPSS database and relevant tables were generated for reporting purposes.

The report presents the findings in cross tables and using simple statistics for quantitative and semi-quantitative data. Accordingly, the soft (non-numerical) information is presented in descriptive form. Case studies are also presented to substantiate the findings of the study. Photos are also presented to give a better sense of the study areas and the people living there. See the detail methodology and steps adopted in execution of BA exercise (Annex 5).

### 3. RESULTS

#### 3.1 Water User Master Plans (WUMPs)



Photo 5: Women's FGD Dailekh

The Water Use Master Plan (WUMP) at VDC level is an innovative approach and effective tool in prioritising water schemes and allocation of resources in an equitable manner. Therefore, information about awareness, usefulness and other aspects of WUMPs among the people of the scheme area were discussed in each of the 24 FGD sessions held in both districts. The findings reveal that 50 percent of FGs from rainwater and gravity flow systems in Dailekh were found to be aware of the WUMP and it was 88 percent in Jajarkot. In response to usefulness of WUMP, 25 and 63 percent of FGs in Dailekh and Jajarkot respectively responded to the query positively and the rest indicated their ignorance about it (table 4).

Table 4: Knowledge of and perception of Water Use Master Plan (WUMP)

WUMP Aspect	Dailekh						Jajarkot		
	RWH			GFS			GFS		
	M FGD	F FGD	%	M FGD	F FGD	%	M FGD	F FGD	%
Aware of WUMP at VDC level	2	-	50	3	1	50	4	3	88
Do not know about the WUMP	-	2	50	1	3	50	-	1	12
WUMP not prepared in the VDC*	-	-	-	-	-	-	2	2	33
WUMP is helping tool for implementation of water projects	1	-	25	-	-	-	2	3	63
<b>Total FGDs</b>	2	2		4	4		6	6	

It was not possible to adhere to prepare WUMP due to ongoing civil conflict in 2003

**Box 1: Selected Views on WUMP as Expressed by Participants in FGDs<sup>1</sup>**

**“Guru Yojana ko Kam Jhyalbata Nachhiri Dhokabata Chhire Jastai ho” (The WUMP effort is like entering a house from the main door but not from the window)**

**“Kahanbata lyaune, Kasari lyaune ra panika muhan katichhan bhanne thaha bhayo” (We became aware of the total number of water sources and where from and how the water source is to be tapped)**

**“Kun mul kun tolma lane bhannebare chhalphal gareka thiyaun” (We discussed about which water source is to be allocated to a particular cluster), “Guru Yojana Nabhayeko bhaye hamro gaonma pani aune thiyena” (We would not have been able to get a water supply had we not had WUMP)**

**“Upabhokta bhelabata a-afno toleko samasya pahichan gari kun mulbata kun gaonlai khanepani dineho bhanne kurama sahamati bhayeko” (We discussed and agreed in a mass meeting to allocate the sources to the cluster/settlements according to their magnitude of water problems)**

**“Gabisaka sabai rajnitik dal, buddhijibi, jannemanne manis tatha upabhokta basi chhalphal gari samasya patta lagai banaine yojanalai guru yojana bhaninchha” (All the representatives of political parties, elites, lay leaders and users jointly prepare the water use master plan)**

**“Gabisama Khanepaniko guru yojana banaunda kunaipani VDC ka byaktilai thaha nabhayeko” (Nobody from this village knows about the preparation of VDC WUMP)**

**“Guru yojana barema tyati kehi jankari nabhayeko” (We do not know much about the WUMP)**

**“Gabisa ma khanepani ko guruyojana banauda kunai byaktilai thaha nabhayeko ra guruyojana banauda kun-kun sangsthale ayea banayeko thaha nabhayeko” (Nobody knows about the preparation of water master plan in the VDC nor does anyone have an idea about the agencies involved in master plan preparation)**

**“Guru yojana bhaneko thaha chaina. Pani ko yojana ma hami gayeka chainau” (We do not know about the master plan and we were not involved in its preparation)**

**“Guru yojana bare hamilai kehi thaha chaina. Kei yogadan nagareko” (We do not know anything about the master plan and we don't think it has provided any contribution)**

<sup>1</sup> Interview/Focus group place references: Nep-Dailekh-Nepa-Bhandarigaon-FGD (M-M); Nep-Dailekh-Nepa-Khapripanera – FGD (NM-M); Nep-Jaj-jhapra-Kanda-FGD (M-M); Nep-Jaj-jhapra-Gamka -FGD (M-M); Nep-Jaj-Pajaru -Shyalaghoghi-FGD (M-M); Nep-Dailekh-Goganbani-Badakanda-HHs-6; Nep-Dailekh-Nepa-Bhandarigaon-FGD (M-F); Nep-Dailekh-Goganbani-Bubairakhe-FGD(NM-M); Nep-Dailekh-Nepa-Bhandarigaon-FGD(NM-F); Nep-Dailekh-Tolijaishi-Budhaajra-FGD(M-M).

## 3.2 Access to WASH

### 3.2.1 Access to water services



Photo 6: Man with RWH tank Dailekh

Clients were asked about the level of water supply services reaching them in terms of quantity, accessibility, reliability and quality (QARQ). In Dailekh, of the total of 12 households with rainwater systems, 8 (67 percent) reported time saved of more than 2 hours per day and the other 4 mentioned up to 1 hour. In case of 24 households with gravity flow systems in Dailekh, all 24 confirmed saving time due to access to services. The amount of time saved ranged from one hour to more than 2 hours. The case of Jajarkot is similar, where respondents reported time savings ranging from 1 hour to more than two hours. Accordingly, all the respondents with

gravity flow water supply systems confirmed improvement in quality of water except 8 households each in Dailekh and in Jajarkot where the water gets turbid during the rainy period. Similarly, in terms of adequacy, 71 percent in Dailekh and 64 percent in Jajarkot mentioned water to be adequate in gravity flow systems whereas the households with rainwater systems made mention of adequate supply for about 6 months only in a year. With RWH systems, each household is provided with a jar of 6.5 cubic meters to address water needs, which is obviously not adequate year round for a family of 5-6 members. Table 5 below presents the amount of time saved, water quality, adequacy and regularity of services by district and by type of technology.

Table 5: Access to services by technology and by district

Access to water services	Dailekh				Jajarkot	
	RWH		GFS		GFS	
	HHs	%	HHs	%	HHs	%
Time saved in water fetching/day (> 2 hours)	8	67	5	21	9	25
Time saved in water fetching /day (1 to 2 hour)	-	-	12	50	24	67
Time saved in water fetching (up to 1 hour)	4	33	7	29	3	8
Quality of available water (good round the year)	9	75	19	79	28	78
Quality of available water (seasonal variation-turbid during rainy season)	3	25	5	21	8	22
Sufficiency of water (sufficient quantity)	-	-	17	71	23	64
Sufficiency of water (not sufficient)	12	100	7	29	13	36
Regularity of service (regular whole year)	-	-	17	71	33	92
Regularity of service (availability less than 12 months)	12	100	7	29	3	8
<b>Total</b>	<b>12</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>36</b>	<b>100</b>



### **Box 2: Selected Views on Water Services as Expressed by Participants in FGDs<sup>1</sup>**

“Dui wata ghainta bhayema chaar panch janako paribarlai pani thikai thikai pugne thiyo” **(Water would have been enough for a family with four to five members had there been provision for two jars)**

“Paniko gunastar pani teti ramro chaina. Kahile dhamilo auchha” **(Water quality is not very good. Sometimes we receive quite turbid water)**

“Ghaita ma jamma bhayeko pani fohar hune bhayeka le teslai umalera khanu parne ra filter ko awasyakta bhayeko” **(Quality of stored water in the jar becomes dirty, so, we need to boil and filter it before use)**

“Paniko subidha bhayepachi jhadapakhala, rugha khoki ra anya bimari huna kami bhayeko” **(After receiving the drinking water facility, the events of diarrhoea, dysentery, cough and cold and many other diseases have drastically decreased)**

“Sichahi garnalai pugdaina. Charpima laijana haatmukh dhuna bhadakuda safa garnalai matra pugcha. Pani khana ra ali sarsafaima subidha cha aru kei chaina” **(There is not enough water for production purposes. The available quantity of water just enough for drinking, washing clothes and using in toilets)**

“Pani laune samay ko bachat bhada dhune kapada dhune ketaketilai sarsafai gardachau” **(Saved time is used in washing, bathing, caring for children and so on)**

### **3.2.2 Access to Sanitation Services**



**Photo 7: Woman and boy at HH toilet Jajarkot**

Respondents awareness levels about the importance of sanitation and hygiene in the study areas was also a subject of inquiry. The findings indicate significant progress on that front. All 72 households were found to be reasonably aware of the importance of sanitation and hygiene. The extent of open defecation seems to have gone down drastically in both districts. More than 80 percent of the households in both the districts were reported to have a toilet in their homestead. A similar trend is noticed in the case of hand-washing with soap during critical times. Interestingly, more than 13% of the respondents in

<sup>1</sup> Interview/Focus group place references: Nep-Dailekh-Goganpani-Bubairakhe-FGD (NM-M); Nep-Dailekh-Goganbani-Badakanda-HHS-6; Nep-Dailekh-Goganpani-Bubairakhe-FGD(NM-M); Nep-Dailekh-Goganbani-Bubairakhe-FGD(NM-M); Nep-Dailekh-Goganbani-Bubairakhe-FGD(M-F)

both districts did not respond to the question related to hand-washing with soap, suggesting that they had not adopted improved hygiene practices. Accordingly, the significant positive changes in washing clothes and bathing in the post-project situation was reported (Table 6).

The goal set by the National Hygiene and Sanitation Master Plan, 2011 is to achieve universal coverage of sanitation by 2017. To be able to achieve the set milestone, the government of Nepal has adopted ODF as a major strategy by bringing all the sector agencies on board for its implementation. DWASHCCs at the district level and VWASHCCs at VDC level take the lead in implementation of ODF programs. All the agencies take part in the process of ODF implementation. WARM-P is mentioned to be one of the key actors in implementation of ODF in the studied VDCs.

**Table 6: Access to sanitation services**

Access to sanitation service	Dailekh				Jajarkot	
	RWH		GFS		GFS	
	HHs	%	HHs	%	HHs	%
General awareness of people regarding proper sanitary practice (acceptable level)	12	100	24	100	36	100
Households use to defecate openly before the project	5	42	16	67	28	78
Households with and using toilets at present	12	100	21	88	30	83
Hand washing with soap practiced after using toilet and at other critical times (+ve response)	9	75	20	83	28	77
Hand washing with soap practiced after using toilet and at other critical times (no response)	3	25	4	17	8	13
Interval of bathing and washing clothes before the project (average once in a month)	8	67	23	96	31	86
Interval of bathing and washing clothes at present (average once a week)	12	100	24	100	36	100
<b>Total</b>	<b>12</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>36</b>	<b>100</b>

### Box 3: Selected Views on Sanitation Services as Expressed by Participants of FGDs<sup>3</sup>

“Pahile ketaketi haru dhungale deesha puchhthe bhane ahile charpima disa garchhan ra sabun panile haat dhunchhan” **(Before the project, children used to clean their anus with pebbles after defecation whereas now they go to toilets and wash their hands with soap)**

“Gaon Bikas Samiti starma sarsafai abhiyan sanchalan garna samanwaya samiti gathan gariyeko ra samiti ko aguwaima gaon bikas samitika nauwatai wadama khula disa mukta chhetra ghosana gariyeko” **(In coordination of VWASHCC, ODF campaigns were organized in all nine wards of the VDC and finally it was declared ODF)**

“Pahila haami jangalma ghans katna jada disai disa le bhariyeko hunthyo tara aaj bholi ghar gharma charpi bhayekole tyo jangal safe ra swachha bhayeko chha ra ghans katna pani sajilo bhayeko chha” **(In the past when we used to go to the forest to collect fodder we faced lots of problems because of human excreta everywhere, but these days those forests have become clean as every household in the village has a toilet)**

“Samanwaya samitile ghar gharma charpi banaune bhanne gareka chhan bhane yadi charpi nabanaye ghar dhurile kunai kisimko rahat sahayog napaune bhaneka chhan” **(VWASHCC is active for promoting toilet construction in every household and has made it compulsory. It is said that households failing to construct a toilet will not be provided any kind of administrative or other support from the VDC)**

### 3.2.3 Sharing water supply facilities in the community



Photo 8: Group irrigation Jajarkot

The centuries old notion of caste structure, although gradually breaking down, is still persisting in Nepalese society led with Hindu structures. Moreover, caste hierarchy also has implications in socio-economic standing in Nepal. In considering this reality, an attempt was made to assess the equity issue relating to sharing of water from the water supply systems established in the communities in all the FGD sessions held during the study. It is noteworthy that with the exception of one FG participant's comment, all FGs indicated no discrimination based on the caste and economic

hierarchy existing in any of the schemes under study (See table 7).

<sup>3</sup> Interview/Focus Group place references: *Nep-Dailekh-Tolijaishi-Budhaagra-CM-1; Nep-Dailekh-Nepa-Bhandarigaon-CM-1; Nep-Jaj-Jhapra-Gamka-CM-4; Nep-Jaj-Pajaru-Syalaghogi-CM-6*

**Table 7: Equity in Water Sharing**

Issues if equity	Dailekh						Jajarkot		
	RWH			GFS			GFS		
	M FGD	F FGD	%	M FGD	F FGD	%	M FGD	F FGD	%
All the members of community have equal access to water	2	2	100	4	4	100	6	6	100
Water taps are shared among different ethnic groups with no problem	-	-	-	4	4	100	6	6	100
Discrimination based on castes have been reduced	2	2	100	4	4	100	6	6	100
<b>Total FGDs</b>	<b>2</b>	<b>2</b>		<b>4</b>	<b>4</b>		<b>6</b>	<b>6</b>	

**Box 4: Selected Views on Water Sharing as Expressed by Participants of FGDs<sup>4</sup>**

“Hamro gaonma soraha dhara ra soraha pokhari chhan. Hamro ghardhuri saathi chhan. Hamro dharama jhai jhagada bibad haal samma bhayeko chhaina. Dalit ra chhetri ghar dhuri mili yas yojana bata pani khane gareka chhaun. Pokhari banauda pani kasaibata bibad aayena” **(There are 16 taps and 16 ponds in our village with 60 households. So far we have no conflict about the use of water in our village. Dalits and Chhetris are sharing water from these water points. It is same in case for the use of pond water)**

“Hamro gaon tolema khanepani nirman bhaisakepachhi dalit ra gair dalitle milijuli pani khairahekachhan. Sabaile saman rupama pani payekachhaun. Chuwachhutko kunai bhedbhab chhaina” **(We, Dalit and non-Dalit, in our village are sharing water mutually. We all are sharing water equally to meet our needs. There is no discrimination based on caste and creed in our village)**

“Yojana ma hamro ghardhuri pareko tara yojana nadiyeko dalit bhayeko karanle hamiharulai khanepani nadiyeko hami sarai pidit bhayeka chhau. Yes gauka janne sunne gair dalit bargale tes bela banayeko khane dharalai bistapit gari bibhinna thauharuma pipe kati afno-afno gharma pani lagi pani khane gareko. Haal ukta samayma banayeko dharaharu bigre bhatkeka chan.” **(We, Dalits, have no access to water at present because of the non-Dalits. They have taken all water from existing water schemes for their own use and we are helpless)**

“Hami dharama pani khada aile samma bibad bhayeko chaian jastai chuwachut bhedbhau jhaijhagada. Milijuli pani khane gareka chau. Dalit, janjati, gair dalit,hami milera pani khayeka chau” **(We Dalits, non-Dalits and all, use the same tap-water for our domestic purposes and do not have any problem in doing so)**

<sup>4</sup> Nep-Jaj-Pajaru-Rajkot-FGD (NM-M); Nep-dailekh-Nepa-Khapripanera-FGD(NM-M); Nep-Jajarkot-Punmima-Gangartiya-FGD(M-F); Nep-Jajarkot-Jhapra-Gamka-FGD(M-M)-1

### 3.3 Changes in Behaviour and Effects



Photo 5 WTCT cleaning tapstand, Jajarkot

WASH projects usually have common objectives of reduction if not total elimination of the vectors causing various diseases. Accordingly sanitation & hygiene components are also to save human beings from various diseases in addition to enabling people to live with human dignity. In this regard, the existing situation in the project areas under study at all three levels of household, focus group discussion and community level meetings was assessed.

Findings made from the household level reveal a decline in incidence of waterborne diseases such as diarrhoea, dysentery, typhoid etc; as reported by 83 percent of households in rainwater harvesting systems in Dailekh, and 87 and 92 percents respectively in Dailekh and Jajarkot districts in gravity flow water supply system. Accordingly, more than four-fifth of the respondent households in both districts reported that the time saved due to implementation of the water schemes in their community is being used in livestock raising and vegetable cultivation. In addition, the saved time is also reported to have been used in household chores and off-farm activities (Table 8).

**Table 8: Post-Project Impact**

Impact of water supply system	Dailekh				Jajarkot	
	RWH		GFS		GFS	
	HHs	%	HHs	%	HHs	%
Decline in the incidence of water borne and water washed diseases	10	83	21	87	33	92
Saved time used in kitchen gardening and livestock rearing	10	83	19	79	32	89
Save time used for rest and care of household chores)	2	17	5	21	3	8
Saved time saved used in non-farm activities	2	17	3	12	2	5
<b>Total</b>	<b>12</b>	<b>100</b>	<b>24</b>	<b>100</b>	<b>36</b>	<b>100</b>

The results of the FGD sessions reveal that accessibility of water has improved as reported by 2 of the 4 FGDs (50 percent) in rain water schemes. In case of participants with gravity flow water supply system, it was 75 and 67 percent in Dailekh and Jajarkot districts, respectively. In the case of water borne diseases, three-fourths of FGDs from the rainwater schemes and all the 8 FGDs of gravity flow water supply system in Dailekh district reported such diseases to have gone down significantly. In Jajarkot three-fourths of the FGDs reported decreases of water-borne diseases. Likewise, with regard to use of time saved from fetching water, all 24 FGDs in both districts affirmed that they use the time saved in vegetable cultivation, fodder/firewood collection and also in giving more time in care of children.

**Box 5: Selected Views on Behaviour Change & Effects Expressed by Participants of FGDs (I)**<sup>5</sup>

“Pahile satu ryalna pani paudainathim ahile roti ka saath sag tarkari khana payam” **(We didn’t have water sometimes even to mix with flour in the past but now we eat bread with vegetable curry)**

“Mahalini ka naulama jhatki phale rittha, kaha bata barsinu bho sun panika chhita” **(This colloquial proverb implies that; water spouts used to dry up for months and months adding drudgery in the past while we have adequate water now – we consider it as golden drops blessed to us)**

“Yahaka upbhoktale tarkari, machha bikri gari barsik barha dekhi pachchis hajar samma aamdani garne gareka chhaun. Ukta aamdani bata bachcha bachchiko pathan pathan, gharayasi khane kurama kharcha garne gareko ra swastha upachar ra kapada latta ma khrcha hune gareko chha” **(Users from this village earn Rs. 12,000 to 25,000 yearly from the sale of vegetables and fish. This income is being used for children’s education, purchase of foodstuffs for family and also in medical treatment and clothing)**

“Pahile dharama pani lyauna jada ek dinko panch khepma chaar/panch ghanta lagthyo, ahile tyo samaya bachat bhayo. Tyo smayama tarkari lagai aafu khan era bechne garchhau. Aaram pani garchhau” **(It used to take four to five hours to fetch water in the past. Now this time is saved and is being used in vegetable cultivation. We consume ourselves and sell the vegetables in the market and make money. We also take rest because of saved time)**

“Yo ghaita ko pani le sadhaibhar pugdaina. Kasailai tin mahina kasailai chha mahina pugcha aru baki din ma dhara januparcha” **(This stored rainwater is not enough for a whole year. Some families use it for 3 months and some for 6 months and for the rest of the period we have to go to the traditional water sources)**

The results of the discussions held in the community meetings in all the 12 schemes indicate significant positive changes to have occurred in all communities. Achievements made in regard to ODF in the scheme areas, reduction in incidence of water borne diseases due to availability of safe and clean piped water in the community, reduction in time consumed for fetching water and alternative use of time (in economic activities and household chores), were the notable changes in the scheme areas as reported in the above meetings. It is worth noting that there have also been spill over effects especially in building RWH systems, making household toilets and other sanitary practices in various adjoining communities of the scheme areas.

<sup>5</sup> Interview/Focus Group place references: Nep-Jaj-Pajaru-Rajikot-FGD (NM-M); Nep-Jaj-Pajaru-Rajikot-FGD (NM-M); Nep-Jaj-Pajaru-Rajikot-FGD (NM-M); Nep-Dailekh-Goganpani-Badakanda-FGD(NM-F); Nep-Dailekh-Goganpani-Bubairakhe-FGD(M-F)

Working against these encouraging changes happening in the scheme communities, the meetings also indicated the issues of politicization of VWASHCCs, discontinuation of monthly fund collection from users for operation and maintenance (O&M) purposes of the schemes (which are crucial to the schemes' long-term sustainability), no training of RWH mistris (to construct/repair RWH systems) at local level, and some areas still lacking access to water services.

**Box 6: Selected FGD Participant Views on Behaviour Change & Effects (II)<sup>6</sup>**

“Pahila bata ghatama disa dekhinthyo bhane ahile bata ghata safa chhan. Sabai upbhokta mili bata ghata safa garne gareka chhaun, jasle garda kukurle pani disa bhetan paudaina. Sarsafaiko karanle pahila yes gaunma jhada pakhala bata manis marne gardathe bhane ahile testo ghatana ghateko chhaina”. ***(In the past, human excreta along the village trails could be seen everywhere whereas trails are clean these days. We all users clean these trails regularly. Therefore, even the dogs do not get exposed to human excreta openly now a days . Similarly, in the past incidents of death due to diarrhoea and dysentery used to be high, but now no such case is found)***

“Yo gabisama khanepani bhayeko dekhera Paduka gabisama ghainto banai pani khairahoko” ***(Seeing water facilities in our village, Paduka VDC, outside the WARM-P programme area has also made rainwater collection systems for their use)***

“Naya kharka khanepani yojana chhetraka gharharuma plastic pokhari garayeko dekhera Piladi gabisamapani kher gayeko panilai plastic pokhari banai tarkari sichai garne gareko” ***(Upon seeing plastic ponds systems for collection of waste water in Nayakharka water supply project, Piladi VDC has replicated the similar type of pond technology in its villages and is using the same water for vegetable production)***

“Hamro kaamlai herera chimeki wadapani lagiparekachhan. Panch chha wadama pani hamro sarsafai yojana dekhera gaule harule charpi nirman gari sarsafaima dhyan pugayekachhan bhane kasaile banaune yojana gareka chhan” ***(Seeing our works on sanitation, our neighbours of ward 5 and 6 have started constructing toilets and also following sanitary practices. Some are planning to make toilets soon)***

“Hamro esto kaam gareko dekhera jastai biubujan ko siko tarkari lagaune gareka chan” ***(Seeing the level of our efforts in production activities, our neighbours have also started doing so.)***

“Hamro samudayama ayeka pariwartanharu dekkhera chimeki gau sera-pajaru-3 ka basindale charpi tatha karesa bari suruwat gareka chan” ***(As a demonstration effect of the changes made in our village, people of sera-Pajaru VDC-3 have also started making toilets and making kitchen gardens in their houses)***

<sup>6</sup> Interview/Focus Group place references: Nep-Jaj-Jhapra-Kanda-CM-3; Nep-Dailekh-Nepa-Khapripanera-CM-1; Nep-Dailekh-Goganpani-Badakanda-CM-1; Nep-Jaj-Jhapra-Gamka-CM-4; Nep-Dailekh-Tolijashi-Goalshim-Com-1; Nep-Jaj-Pajaru-Rajkot-CM-5

## 3.4 Local Service Provision

### 3.4.1 Effectiveness of services of trained persons at local level



Photo 10 : Pond maintenance Jajarkot

Information on the views of the respondents about services rendered by locally trained people, such as Women Tap-stand Caretakers (WTCTs), Village Maintenance Workers (VMWs), Local Latrine Builders (LLBs), and Rainwater Mistris during the course of the implementation of schemes, was solicited. The results of the household survey indicated that the services of such technicians were useful to the communities. The results show that 75 percent of respondents in Dailekh and 64 percent in Jajarkot mentioned good work from WTCTs. Likewise, 63 percent in Dailekh and 86 percent of respondents in Jajarkot expressed that VMWs are doing good work whereas 37 percent in Dailekh and 14 percent in Jajarkot reported absence of VMWs in their schemes. Data reveal that 63 to 86 percent of the total respondents mentioned that they were in favour of all such trained technicians in the case of gravity flow systems. However, there were only 2 of the 12 respondents reporting good work of rainwater technicians and the remaining 10 did not know that such technicians were trained by the project (Table 9).

Table 9: Effectiveness of services provided by the trained persons

Performance of locally trained human resource	Dailekh				Jajarkot	
	RWH		GFS		GFS	
	HHs	%	HHs	%	HHs	%
Women Tap Stand Care Taker have done good work	-	-	18	75	23	64
WTCTs not active	-	-	6	25	13	36
VMW does good work	-	-	15	63	31	86
No knowledge on where about of VMW	-	-	9	37	5	14
Trained LLBs/local Toilet Mistris working satisfactorily	12	100	16	67	25	69
LLB either not trained or absent from the scheme area	-	-	8	33	11	31
Rainwater Mistris (Technician) trained and working satisfactorily	2	16	-	-	-	-
RW Mistris not trained	10	84	-	-	-	-
<b>Total</b>	12	100	24	100	36	100

In order to solicit the information with a broader group, the same set of issues was discussed with the participants of the 24 focus group discussion sessions held in both districts. The findings of all 24 FGDs were in agreement with that of the household level respondents.



**Box 7: Selected Views on Local Service Provision as Expressed by Participants of FGDs<sup>7</sup>**

“Talim liyeko VMW gaonma nabhayeko” (***Trained VMW is not in the village***), “Pani bigriyema mahila dhara karyakarta ra anya purushharu gayera rekhdekh garnegareko” (***WTCT together with other male members take care of the problems in the scheme***), “Charpi gharma bhayeko ra sthaniya byaktile charpi banayeko” (***We have toilets at home and these toilets were constructed by local mistris***).

“Mahila dhara karyakartale ramro kam gareka chhan kinaki dhara sarsafai talimma sikeka kuralai kamma lyayeki chin” (***WTCTs are doing good work and they have been using the knowledge and skills learnt during the training***), “Heralulepani ramro kam gareka chhan” (***VMW is also doing good work***), “Charpi gaonkale nirman gareko” (***Toilets were constructed by villagers (local mistris)***)

“Mahila dhara karyakrata kohun hamilai thaha chhaina tara pani chaukidarle belebelama yas khanepaneko marmat sudhar garne gareko” (***We do not know who is WTCT but the VMW does repair and maintenance work from time to time***)

“Mahila dhara karyakartale ramro kam gareka chhan” (***WTCTs are doing good work***), “Grameen marmat karyakartale khanepani bigre bhatke todphod bhayema afu ra upbhokta gayee marmat garne garekachhan” (***VMWs together with users carry out repair work in case problems crop-up in the scheme***), “Sheephunele afain charpi banayeko, sheep nahunele mistri lagai banayeka hum” (***Those who have skills constructed toilets themselves and those without hired mistris***)

“Barsad ko pani sangkalan mistri bahira bata lyayera ghaita banayeko” (***Skilled persons were hired from outside to build the rainwater system.***)

### **3.5 Committees (User Committees [UCs], Village Water, Sanitation & Hygiene Coordination Committees [VWASHCCs])**

#### **3.5.1 Functioning of Water User and Sanitation Committee (WUSC)**

The Water Users’ and Sanitation Committee (WUSC) is a grassroots level institution and its nature of functioning has a strong bearing on the sustainability of the schemes in communities. Therefore an attempt was made to learn about client knowledge and perception of the existence of WUSCs, as well as of their composition and functioning. The findings indicate that all the respondent households of rainwater harvesting systems confirmed their knowledge about WUSCs, as did 83 percent and 94 percent in Dailekh and Jajarkot districts, respectively in the case of gravity flow systems.



Photo 11: Community meeting Dailekh

<sup>7</sup> Interview/ Focus Group place references: Nep-Dailekh-Toli-goyalsim- FGD (NM-F); Nep-Dailekh-Nepa-Khapripanera- FGD(NM-M); Nep-Jaj-Punma-Gangatiya- FGD(M-F); Nep-Jaj-Jhapra-Gamak- FGD(M-F); Nep-Dailekh-Goganpani-Bubairakhe-FGD(NM-M)

With regard to WUSC functional status, more than 70 percent of the respondents in both the districts affirmed that the WUSCs have been functioning satisfactorily. However, knowledge among the respondents about the total funds collected from users for water system operation and maintenance, and about its deposition and use was found to be very low as only 25 percent of the respondents in Dailekh and 14 percent in Jajarkot in gravity system had knowledge about it. It was 58 percent in case of rain water systems in Dailekh (Table 10).

**Table 10: Functioning of Water Users’ and Sanitation Committee**

Description	Dailekh				Jajarkot	
	RWH		GFS		GFS	
	HHs	%	HHs	%	HHs	%
Knowledge about WUSC	12	100	20	83	34	94
Satisfactory functioning of WUSC	9	75	17	71	32	89
WUSC not functioning satisfactorily	3	25	7	29	4	11
Knowledge of O&M fund collection (tariff, and size)	1	8	19	79	32	89
Knowledge on fund size, deposition and uses	7	58	6	25	5	14
<b>Total</b>	12	100	24	100	36	100

WUSC functioning was one of main topics discussed in all the 24 FGD sessions in the study districts and the findings were in line with the findings made at the household level. The findings reveal mixed results especially in old schemes.

**Box 8: Selected Views on WUSC Functioning as Expressed by Participants of FGDs<sup>8</sup>**

“Naujanako upbhokta samiti chha. Tyasma dalit, gairdalit ra mahila sabai chhan. Baithak pratek mahina basne gareko chha. Pratek mahina ru panchka darle uthaune gareko chha. VMWko parichalan ramro raheko. Jamma satrahajr char saya bankma rakheko chha” **(The WUSC is composed of 9 members. Dalit, non-Dalit and women are the members of WUSC. A meeting is held every month. Rs. 5 is collected per household every month. The VMW is well mobilized. Rs. 17,400 is deposited in bank)**

“Samitima sadasya sankhya thaha nabhayeko. Baithak baseko chhaina. Masik rakam uthaune gareko chhaina. VMWko kaam ramro chha” **(We do not know the number of members in the WUSC. No meetings are held. Funds are not collected on a regular basis. The VMW is working well)**

“Upabhokta samitiko kaam ramro chha. Mahina mhinama baithak basne garekachhan. Masik

<sup>8</sup> Interview/ Focus Group place references: Nep-Jaj-Pajaru-Rajikot-FGD (NM-F); Nep-Jaj-Punma-Gangatiya-FGD(M-F); Nep-Dailekh-Goganpani-Badakanda-FGD(NM-F); Nep-Dailekh-Goganpani-Bubairakhe-FGD(NM-M); Nep-Jaj-Punmma-Gangatiya-FGD (NM-M)-2; Nep-Dailekh-Goganpani-Bubairakhe-FGD(NM-M); Nep-Dailekh-Nepa-handarigaon-FGD(M-M)

ru panch uthaune gareka chhan. Ru nau hazar bankma chha baki gaunmanai parichalan bhayeko chha. Yo samuha eghar barha barsa bhayo ramrai chaleko chha” ***(The WUSC is working well. A meeting is held every month. Rs.5 is collected every month as a tariff. This committee has been working smoothly for the past 11-12 years)***

“Upabhokta samitile tyati ramro kaam nagareko. Aaj samma niskriya raheko. Samitima herpher bhayera naya gathan bhayeko. Naya samiti lai khanepaniko saman aaj samma nadiyeko jastai sabbal, gaiti, belcha ra annaya saman. Marmat sambhar kosha bankma chha chhaina upbhokta lai thaha nabhayeko” ***(The WUSC is not performing well, it is inactive so far. The WUSC has recently been revamped. Handing over of tools and equipment such as crowbar, axe, shovel and others to the new committee has not taken place. Users do not know whether the O&M fund is deposited in bank or not)***

“Upabhokta samitile haal ramro sanga kam nagareko tara yojana nirman samayama ramro sanga kam gareko thiyo” ***(The users’ committee at present is not functioning properly, though it worked well during the construction period of the project.)***

“Upabhokta samiti le tyeti ramrod kaam nagareko ajasamma niskriya raheko.naya samithi gathan tara naya samitilai khane pani ko saman aile samma nadiyeko” ***(The users’ committee did not work properly and has remained inactive. Therefore, a new committee was formed but the handing over of the assets has not yet taken place. )***

“Upabhokta samiti ma k kati jana sadasye chan thaha nabhayeko” ***(No idea about the number of members in the users’ committee.)***

### 3.5.2 Functioning of VDC WASH Coordination Committee (VWASHCC) and Water Resources Management Committee (WRMC)

The VWASHCC is instituted to coordinate all WASH activities at VDC level as per the policy formulated in the National Hygiene and Sanitation Master Plan 2011, in the direction to achieve universal coverage of WASH in Nepal by 2017. The findings reveal that the VWASHCCs in all the six VDCs under study have been active in coordinating the WASH activities as per the stipulated mandate. Activities of VWASHCCs mainly in coordinating and organising sanitation awareness campaigns, hygiene promotion activities leading towards ODF is highly appreciated and acknowledged by the communities. However, it is constrained by lack of physical facilities and resources for its effective regular functioning.

#### **Box 9: Selected Views on VWASHCCs as Expressed by Participants of FGDs and CMs<sup>9</sup>**

“Yo samiteele ramrod kaam gareko chha, sarsafai sambandhi abhiyan sanchalan garera sarsafaima badhi jod diyeko chha sathai yas gaonko sarsafaima sakriyatasath lagi parekochha. Yas samanwaya samiteeko sakriyatama yo gaonlai khula disa mukta kshetra ghoshana gareka chhaun” ***(The committee has been doing good work. It emphasizes sanitation & hygiene and is actively working for village improvement. We have***

<sup>9</sup> Interview/Focus Group place reference: **Nep-Jaj-Paj-Rajikot-CM-5; Nep-Jaj-Jhapara-Kanda-CM-3; Nep-Dailekh-Nepa-Khaprepanera-CM-1; Nep-Jajarkot-Punmre-Phallem\_FGD (NM-F)-1; Nep-Dailekh-Tolijashi-Goalshim-FGD-(NM-F); Nep-Jaj-Punmma-Gaugitya-FGD(M-F)-1; Nep-Dailekh-Nepa-Bhandarigaon-FGD(M-M)**

**declared this village ODF in active initiation of the committee)**

“Gabisa Samanwaya Samitee sakriya bhayera yas gaonko sarsafai sambandhi sarsallaha ra shayog garekochha. Khula Disa Mukta Kshetra ghoshana garne pahilo gaonlai Gabisabata rupiyan saathi hazaar samet chhuttyayekochha” **(VWASHCC is active in supporting the sanitation promotion activities. It has made VDC to allocate Rs.60,000 for reward to the village declaring ODF at first)**

“Yas gabisama khanepani tatha sarsafai samnwaya samitee gathan bhayeko ra tyasko sakriya pahalma gabisa khula disa mukta ghoshana bhayeko” **(VWASHCC has been formed in this VDC. VDC has been declared ODF because of VWASHCC’s tremendous efforts)**

“Mahila dhara karyakartale dharako ramro sarsafayi gareki chan bela bela ma dharako herchaha gareki chin” **(Women tapstand caretakers have been performing well. They look after the cleanliness of the tapstand occasionally.)**

“Pani bigriyema mahila dhara karyakarta anya purusharu gayera rekhdekh garne gareko ho aru kasaile gareko chaina” **(Women tapstand caretakers repair and maintain the system with the help of other community people. No other trained person is present.)**

“Mahila dhara karyakarta ko ho hamiharulai thaha chaina tara pani chaukidarle bela belama yes khanepaniko marmat sudhar garne gareko .” **(We do not know who the woman tapstand caretaker is, but the caretaker performs repair work if there is any need.)**

“Mahila dhara chaina, chaukidar chaina, charpi nirman chaina, barsat ko pani sangkalan mistri chaina.” **(No locally trained person exists like village maintenance workers, woman tapstand caretaker, local latrine builders, rainwater harvesters.)**

The formation of the WRMC was to assist the VDC in coordinating and ensuring the formulation of WUMP. By now, the functions of WRMC have been taken up by VWASHCCs at present since all the coordination work related to WASH is under the purview of the VWASHCC.

### 3.6 Partner Organisations

Performance of NGO partners and engineering consultants was discussed in greater detail in all the 12 scheme level community meetings. The major areas discussed included:

- trainings organised at WUSC and community (both hardware and software)
- orientation on step-by-step implementation procedures
- community mobilisation for scheme implementation
- public auditing
- technical feasibility, detailed survey, designs & estimates
- quality control, supervision and monitoring
- implementation and final commissioning of the project



Photo 12 : GFS maintenance Jajarkot

Responses received in terms of both software and hardware support, rendered by the NGOs and consultant partners, in general was found to be at a satisfactory level. However, it was reported that the technical training for rainwater mistries was not held in all the scheme areas. Similarly, VMW training also is limited to only one person for each scheme. Some of the trained VMWs in some project areas were reported to have migrated out for employment. This has had an adverse impact on the smooth functioning of schemes. A considerable gap in role performance of WUSC members in some of the schemes was also observed. This is mainly due to the absence of the majority of WUSC members due to seasonal migration to India for employment, non renewal and reformation of the WUSC for longer periods, lack of post construction managerial training to the members of reformed WUSCs, etc.

#### **Box 10: Performance of Partner Organizations as Expressed in CMs<sup>10</sup>**

“Samajik sewa pradaya sanstha hamilai dherai sahayog gareko thiyu jastai talim sanchalan, samajik jagran abhiyan tatha yojana nirmanma suru dekhi anta samma aabasyak sarsallaha diyeko thiyu” (***Social mobilization teams, NGOs, extended support to us in providing training, organizing awareness campaigns and also in all stages of scheme implementation***)

“Prabidhik sahayog warmp bata bhayeko ra ghaita banaune mistriharu bahir bata lyaiekahun” (***WARM-P provided the technical support in this scheme and rainwater harvesting mistris were hired from the outside***)

<sup>10</sup> Interview/Focus Group place references: Nep-jaj-Pajuru-Rajikot-CM-5; Nep-Dailekh-Nepa-Bhandarigaon-CM-1

### 3.7 Other Aspects

#### 3.7.1 Respondents' View Related to the Project



Photo 13: RWH community Dailekh

All four FGDs held in RWH VDCs in Dailekh were of the opinion that “Two jars per household in RWH schemes would have solved the water problem”. Demand for water collection ponds for irrigation purposes was indicated in gravity flow systems by 4 FGDs held in Dailekh and 5 FGDs in Jajarkot (Table 10).

Table 10: Respondent’s Opinion on Overall Project

Opinion of the FGD participants	Dailekh						Jajarkot		
	RWH			GFS			GFS		
	M FGD	F FGD	%	M FGD	F FGD	%	M FGD	F FGD	%
Two jars per household in RWH scheme would have solved the water problem	2	2	100	-	-		-	-	
Pond for irrigation would have been very useful in effective water management	-	-	-	1	3	50	2	3	42
<b>Total FGD</b>	<b>2</b>	<b>2</b>		<b>4</b>	<b>4</b>		<b>6</b>	<b>6</b>	

**Box 11: Other Expectations of Users’ Related to Water Services as Expressed in FGDs<sup>11</sup>**

“ Yeuta gharma duiwata ghainta banekobhaye hami lai pugne thiyo” *(It would have been adequate for us had there been two jars provided to every household)*

“ Sichaiko lagi pani chahiyekochha, byabasta bhaye ramro hunethiyo” *(Water for small irrigation is a need. Its provision would have been very good for us)*

“Yo yajana bhanda mathi duita ghar le pani pauna garo cha. Tesko lagi yojana pareko bhaye hune thyo.” *(Two houses are left out in the upper part of the scheme. It would be good to find some option for them)*

“Khanepani ko ekdum dukha cha. Jasari bhayepani hamiharulai khanepani bhaidiyema hamiharu le paniko subidha paune thiyeu” *(We have a big problem with drinking water. It*

<sup>11</sup> Interview/Focus Group place references: Nep-Dailekh-Goganpani-Bubairakhe-FGD (M-F); Nep-Dailekh-Tolijashi-Goyalshim-FGD (NM-F); Nep-Dailekh-Nepa-Khapripanera-FGD(M-F); Nep-Jajarkot-Punmma-Gangatiya-FGD(M-F); Nep-Dailekh-Goganpani-Badakanda-FGD(NM-F)

**would be very big support to us if there was water facility in our village)**

**“Ajhai hamilai bahra mahina pugeko bhaye hune thyo. Arko yojana ayeko bhaye hunethyo” (We are still looking for year-round water facilities)**

### 3.7.2 Case Stories



#### **Sushila Rokaya, Ward 4 Punma VDC, Jajarkot Faleni Water Supply and Sanitation Scheme**

Sushila mentions that before construction of the drinking water scheme there was no practice of vegetable production in her village. After construction of the scheme supported by WARM-P/HELVETAS, she uses waste water from the tap to irrigate her land for production of different

types of vegetables. She sells vegetables, mainly tomato, pumpkin, bittergurd and beans and makes about Rs. 150,000 per year. Her husband is fully engaged in vegetable cultivation.

The work of Sushila attracted her neighbours and they also started cultivating vegetables. Nowadays, one can see a caravan of villagers every morning with vegetable products going to Khalanga bazaar (district headquarters of Jajarkot) to sell. Because of the lucrative income from vegetable production, the number of vegetable growers in her and neighbouring villages have been going-up every year. Savings in time made due to the coming of a piped water system near their homes is the main contributing factor in this regard. Sushila is of the very firm opinion that seasonal migration from her and neighbouring villages to India for earning has been gradually going down due to increases in household income from vegetable sales.

#### **Water Management in Badakanda Goganpani VDC, Dailekh District**

With WARM-P technical and financial support, a water supply and sanitation scheme was constructed in 2003 in Badakanda village ward 6 and 7 of Goganpani VDC, Dailekh district. There were 72 households of which 27 were Dalit and 45 non-Dalit with a total population of 438. Before WARM-P support, one old scheme existed there which was not functioning at all. During the course of scheme construction, WARM-P also trained Village Maintenance Workers, Local Latrine Builders, User Committee members and Women Tap Stand Caretakers.



In the course of time, the users of the scheme area came with an idea that they could grow vegetables provided the total volume of the tapped water was used efficiently. They came to the conclusion that if rational use of water is made, they could irrigate their land to grow

vegetables which they could sell in the market and also consume at home.

However, for some families fetching water for irrigation purposes from distant tap stands was not a easy task. Because of this, people reached the conclusion to realign the supply of water from the distribution line so that user households in the scheme have access to water more or less in equal distance and as close as possible to their households. Thus, some new tap stands were constructed and new connections from the distribution line were made accordingly. In the course of this process, a few old tap stands were abandoned too.

Asked about the funding sources required to act on these new arrangements in the water supply system, the UC office bearers mentioned that they had funds accumulated in the bank collected from users for operation and maintenance purposes. At present, 65 user households of the Badakanda Water Supply Scheme are engaged in growing vegetables and many households were reported to have earned more than Rs. 100,000 annually from the sale of vegetables.

In order to make use of water from the system equitably, the community recently decided to install meters on all public tap stands and share the charge equally among the user households. Thus all the water points for 65 households in the scheme are planned to be metered. This is a unique case in that concept of water metering was generated from the community itself.

Of the total of 72 households in the area, only 65 households are using this scheme and 7 households are located at higher altitude than the source. Therefore, these household are served from the other source which dries for about 2 months during the summer. In response to queries about the water problems of these 7 households, the UC reported that they are planning some alternative options like provision of RWH jars to these households and so on.

### 3.7.3 Validation Workshop Results

As mentioned, a workshop was held on September 6-7 to present the preliminary results of the BA to a variety of stakeholders. The workshop was also aimed at collective reflection on and refinement of the results, as well as sharing of thoughts on the BA methodology from the various stakeholder perspectives. Workshop participants included representatives of: User Committees, Village Development Committees, WARM-P project staff as well as implementing partners, partners of Helvetas Swiss Intercooperation (as observers), Citizen Observers and WARM-P BA facilitators and backstoppers.

The first day was devoted to BA results, and the second (half) day to the BA process itself. On Day 1, after the BA results were presented, participants reflected on questions relating to the results in a first round of small group discussion, followed by questions relating to recommendations in a second round. The questions and main responses are summarized below.

#### Round One:

- What did you find surprising or unexpected in the presentation of results of the WARM-P Beneficiary Assessment?
- Some community people do not understand what a Water Use Master Plan (WUMP) is meant for
- Dalits and non-Dalits appear to be sharing water without discrimination
- Some WUSCs remain non-functional and people do not know about Operation and Maintenance funds and their use
- What can you share from your experience that you DID NOT find in the results?



- There is a general lack of knowledge of community people in terms of rainwater quality
- What do you think is the most important result or insight from the whole process?
- Declaration of ODF areas and increased awareness and sanitary practices among the communities.
- Dalits and non dalits using water mutually without any discrimination
- Improved sanitary practices among the children
- Projects implemented systematically based on WUMPs
- WUSCs managing the schemes effectively on a regular basis

### **Round Two:**

- Is there anything the WARM-P project should consider in the future as a result of the BA?
- Put more efforts in training local skilled persons like; VMW, Water & Sanitation Mistri (Mason) etc.
- Organize training/refresher training of WUSCs and execute monitoring of old schemes
- Support in effective implementation of water safety plans (WSP) and to raise people's know-how about it.
- Put efforts to make monitoring process more effective
- Support construction of toilets in schools and public places
- Do you have any recommendations for WUMP processes in the future?
- Update WUMPs periodically
- VDCs should use the WUMPs as main basis while planning annual programs and assigning projects to agencies for implementation
- WUMPs should be passed through concerned DDC council and water sector agencies should be encouraged to perform in accordance to it.
- Based on today's discussions, do you have any recommendations for improving WASH in general in the future?
- Support capacity development of VWASHCC in relation to monitoring and O&M of the water and sanitation schemes
- Collection and use of O&M fund should be on a regular and effective way.

On the second day of the validation workshop, participants were asked to discuss the BA process in small groups. The questions discussed and summary responses are included below.

- 1) What did you find most interesting about the BA process (whether you are a CO, VDC member, User Committee member, WARM-P staff, implementing partner, etc.)?
  - It is an important tool to measure perceptions and interests in the community
  - It provides a chance to different sections of society to share their views and opinions openly
  - It helps to get the real information/picture from the field because of face to face interaction with the beneficiaries
  - It provides an opportunity to enhance capacity of local people in terms of project evaluation
  - The BA report captured field realities

- 2) What do you think is most challenging or difficult about the BA process?
- Availability/presence of people for interviews and discussion sessions has been an issue
  - Limited possibility to collect everyone's views. Sample size need to be looked at
  - Some people may be biased or have less knowledge about the project (in case if they were out of the community for long time) who may give more negative information
  - Some were less supportive in providing information as they knew that the BA survey is not going to provide any further physical support to them
- 3) Do you have any suggestions about how to improve BAs in the future?
- Criteria for selection of COs need to be given due consideration. Would be very effective if COs are able to read and write.
  - Training of COs should be held in local and simple language

## 4. SUMMARY AND CONCLUSIONS

The findings of the study indicate the approach and methods followed in the process of WASH implementation by WARM-P/Helvetas have supported sustainability of the WASH schemes in the given socio-economic-political environment of the rural communities at large. The results of the Beneficiary Assessment exercise indicate a host of processes and practices worthy of replication in future, which are outlined below

### 4.1 Planning at VDC level - WUMP preparation and its application

The attempt and methods followed in galvanizing people's participation, involvement of concerned VDCs and related actors in preparing Water Use Master Plans has been quite effective and therefore needs to be continued as an integral part of the WUMP process.

Despite a host of processes, methods and practices found to be effective to make the WUMP preparation process a democratic exercise, the findings of the present Beneficiary Assessment observed some issues related to its effectiveness in real terms at the community level and some relevant recommendations have been made to make it effective as below;

#### Recommendations;

- I. The VWASHCC is a newly instituted committee to coordinate all WASH sector related activities at the VDC level. Hence, VWASHCCs should continue taking the lead in preparing WUMPs and the support agencies should extend a hand to the VWASHCCs in preparing WUMPs. Additionally, it becomes quite crucial to make VWASHCCs more responsible and accountable in implementation of WUMP activities. Equally important is to provide support in building and enhancing their capacity mainly in terms of effective coordination and extended networking.
- II. The WUMP is a basic helpful tool in managing water resources properly at the local level. It is therefore worth putting effort into integrating WUMPs in the local level planning process such as District Development Plans. This will help increase ownership of the DDCs as well towards the WUMPs. Moreover, the DDCs should be persuaded to instruct the WASH sector actors to make use of WUMPs.
- III. Findings of the study indicate that there is a need to develop a mechanism to update the WUMPs at certain intervals in order to make them more dynamic.

### 4.2 WASH Activities

#### 4.2.1 Sanitation and Hygiene Promotion

On the sanitation and hygiene front, significant progress could be seen in terms of construction and use of toilets, increased knowledge about the importance of sanitation and hygiene issues and changes in sanitation and hygiene behavior in the communities.

Rapidly increasing numbers of ODF-declared VDCs and districts as a result of adoption of mainly the Community-led Total Sanitation (CLTS) concept and approach is evident. Active participation of all local actors in ODF campaigns under the leadership of VWASHCC at the village and DWASHCC at the district level could be cited as an extremely successful coordinated effort.

Among these entirely encouraging scenarios revealed by the study, several measures are warranted for improvement in hygiene and sanitation in the study areas like; VDCs/VWASHCCs in many cases had provisioned and provided subsidies (mainly in terms of external materials) to build toilets in order not to leave any house without toilet so as to

register their names in the ODF list. Findings also showed that in some cases, VDCs have been withholding their administrative support or certification to the households without toilets to put pressure on people to build toilets at any cost.

#### **Recommendations:**

In view of the above situation in sanitation and hygiene existing in the scheme areas, the following actions/steps are suggested;

- I. It is suggested that the Project monitor the effectiveness and sustainability of sanitation and hygiene during the post ODF stage, mainly because it has been learned that some efforts made to achieve ODF had been shortcuts and many families somehow managed to build the toilets only to avoid missing out from the VDC services or to acquire the subsidy coming from the VDC.
- II. There is a strong need to convince VWASHCCs/VDCs to follow the Implementation Guideline (draft) of National Sanitation and Hygiene Master Plan, mainly in terms of following the support mechanism to the poor households for toilet construction.

#### **4.2.2 Water Supply systems**

Results of the study indicate that the average service level in all gravity flow schemes is satisfactory when seen in terms of key parameters like quantity, accessibility, reliability and quality (QARQ). Findings of the study indicate that efforts were made to enhance capacity of the users ensuring representation and support of women and marginalized groups in implementation processes. Saved time used to spend in fetching water is being used in productive activities and also in care of children and other household chores. Similarly, incidents of water borne and water washed diseases have been reported to have gone down significantly in the communities.

Despite significant positive outcomes noticed in the schemes under study, some of the areas found to be strengthened include; service level in case of RWH systems is very basic (almost emergency level service) where quantity is a major nagging issue. Similarly, functionality of some of the old schemes is found to be in question mainly due to outmigration of maintenance workers, inadequate WUSC managerial skills in case if the initial/original committee is replaced by a new one but not adequately trained, and lack of support services in and around the communities. Thus the following recommendations have been made to address these issues;

#### **Recommendations:**

In view of the problems identified from the results of the study, the following are suggested for schemes to function as expected;

- I. The water shortage situation in RWH systems could be addressed either by adding more jars (approx. double the quantity of water) to each family or exploring and introducing some other alternative (affordable) technologies.

Additional jars at the family level could be made in a gradual basis i) introducing smaller size jars like 2000 litres (this will reduce the net amount of funds required initially) ii) training of local rainwater harvesting mistris in order to facilitate households who can afford themselves to add required number of jars on a gradual basis iii) introduction of a revolving fund at the VDC level to support families who cannot afford to add jars without a loan and easy pay back mechanism. Also, local water harvesting (tapping mini water sources in the vicinity) methodology could be suggested to augment the RWH system during the wet and moist season.

Another most viable (technically, financially and economically) and in recent times popular system of lifting water with solar energy or with electric energy (wherever

feasible) could also be suggested for such areas where gravity flow and other easier solutions are not feasible. It is very important and worthwhile to take the above mentioned initiatives to offer a moderate level of water services to such hard hit communities.

- II. Efforts are warranted to enhance the capacity of VWASHCCs to ensure functioning of the schemes and to help WUSCs to be able to carry out O&M in the completed schemes. An increased level of capacity building support from WARM-P (mainly training higher number of VMWs per scheme) is suggested.
- III. VDCs are seen to play increasingly important roles in the WASH sector, however they are normally not equipped for such roles. Therefore, the project should support training events on monitoring and generating resources for VWASHCCs.
- IV. The post-construction situation is probably the most important factor determining functionality. It is determined by a host of actors- the users, the user committee, the maintenance worker or operator, the VDC and VWASHCC, suppliers of spare parts and materials, and the service providers (e.g. VMWs, plumbers, LLBs, mechanics, masons etc).

Hence, a crucial aspect to the smooth operation and maintenance of the scheme is the retention of trained Village Maintenance Workers (VMWs) in scheme areas. The retention of VMWs has been affected by the outmigration of youth and trained human resources from rural Nepal especially to the Middle East, Malaysia and India primarily for employment. Therefore, the agencies engaged in supporting the water schemes in rural areas should help VWASHCCs to train sufficient technical persons (like VMWs) in the VDC. In other words, the concept of establishing/promoting a VDC level private sector technical pool, through training support from sector agencies, is recommended.

- V. Preparation of a field handbook on community-led water safety planning (WSP) is suggested. Training of WUSCs in planning, implementation and maintenance of WSP is highly recommended.

## 5. SUGGESTIONS ON BA METHODOLOGY

Experience gained from the implementation of the methodology followed in the present exercise reflects that ;

- The survey tools especially the set of open ended questionnaires for household level, should be designed/ formulated in such a way that frequencies against each question could be generated easily while making analysis. In the mean time, we also should take into account that the essence of qualitative evaluation is not missing.
- Selection and training of COs is a crucial part in the whole BA exercise. Criteria for CO selection should be prepared also taking into account the literacy level of local areas. It may be that literate COs perform their tasks more easily in comparison to illiterate COs, but having a representative mix of literate and illiterate may also be important.
- Performance evaluation of COs during the training is to be carried out. This will largely help in formation of CO's work groups for the real assessment work.
- About 10-15% drop out of COs need to be taken into account while designing the training and accordingly additional (backup) COs should be trained
- Two days time per scheme has been observed as being very tight in the case of the schemes where walking from one scheme to another and walking within the scheme area is long. This applies especially to rural hilly villages.

## Annex 1: General principles to consider for beneficiary assessment

(Source: SDC Beneficiary Assessment – How to Note, draft January 2013)

Principle	What needs to be taken into account, to the extent possible
Participation and ownership	<ul style="list-style-type: none"> <li data-bbox="414 342 1396 521">□ The quality of participation and degree of ownership is influenced by: who decides about evaluation questions and methods, who facilitates the generation of data and the quality of those processes; who analyzes the results and draw conclusions; how it is used to inform decisions and action.</li> <li data-bbox="414 533 1396 1003">□ All BA processes will be driven by SDC’s interest in effectiveness and in some instances processes will seek to measure a couple of general indicators. This interference in the participatory space must be openly acknowledged and efforts made to minimize possible negative effects by negotiating this interest with the “assessors” and assesses. In other words, program officer’s questions must be formulated in such a way as to be understood by local people. In all instances program officer’s influence on questions should be minimal; all processes must allow spaces for additional questions to be framed by assessors and assesses People involved in the BA should be well informed about aims and time commitments and feel free to participate based on their own interest, motivation and assessment of the costs and benefits of doing so.</li> </ul>
Inclusion	<ul style="list-style-type: none"> <li data-bbox="414 1025 1396 1283">□ When selecting who will be involved (districts, communities, villages / HH to be visited, and “assessors”) there is a risk of missing the groups most concerned by the project: people disempowered, vulnerable, deprived or socially excluded. In all cases gender and other factors identified as most responsible for deprivation / exclusion and relevant in terms of benefiting from the project must be considered.</li> <li data-bbox="414 1294 1396 1648">□ Exclusion can take various, apparently innocent forms, e.g. literacy requirements, or English, French or national language speaking skills that are necessary for summarizing and interpreting data to feed into SDC decision making processes. They can exclude vulnerable people through hidden power – they don’t get invited and invisible power, which means the most vulnerable exclude themselves. In some groups of peers where there are no significant power relations, it may be possible to elicit the views of an outspoken person to reflect the views of the group. In other situations interviews will be more appropriate.</li> </ul>
Representativeness	<ul style="list-style-type: none"> <li data-bbox="414 1671 1396 1845">□ Geographical coverage of districts/ villages/HH should be based on explicitly declared criteria that reflect the relative homogeneity of populations as relates to the questions of interest and the complexity of power relations and their effects within the context, trying to minimize both selection and response bias.</li> </ul>

Differentiation	<ul style="list-style-type: none"> <li>□ 'Views of people' include many and sometimes conflicting perspectives. If designed in a conscious way, a BA can reflect different perspectives. At minimum it should consider sex and age disaggregation and efforts to disaggregate or test differences of viewpoints of deprived / excluded and better off groups of people.</li> </ul>
Self-critical quality of analysis	<ul style="list-style-type: none"> <li>□ It can be challenging to achieve participation, inclusion, representativeness and differentiation in research processes. Therefore it is important that reflections on methodology note challenges and implications for analysis and conclusions. For example if an assessor knows that powerful people have dominated a discussion that must be taken account of in the analysis and reporting.</li> <li>□ Analysis must include reflection on the implications of positionality and possible bias of the general facilitator, and assessors, and assessees.</li> </ul>
Responsiveness	<ul style="list-style-type: none"> <li>□ Project managers and SDC partners should be committed and prepared to 1) listen to what the "assessors" found (without interrupting them); 2) reflect on findings, learn and challenge their assumptions (ways of working) and 3) make steering decisions for country strategies and existing programmes based on such findings.</li> </ul>



## Annex 2: Assessment framework

Area of assessment <sup>12</sup>	Specific field of observation	Guiding questions for field phase	To whom is question addressed	Type of information / unit of measurement or way of capturing information	Additional remarks
1. Water Use Master Plan (WUMP)	1.1 Roles of users in WUMP process	How were you involved (or engaged) in the process of formulation of the WUMP?	FG (Focus Group)	Description (narrative); record for different groups: users, UCs, LSP's	
	1.2 Usefulness of WUMP for planning and implementation	How would you rate usefulness (or how helpful was) the WUMP for planning and implementation? Why? (explain rating)	FG	Scoring on a scale 1-5 Description (narrative)	Individual scoring
2. Access to WASH	2.1 Number of HH having access to WASH	How many HH have today access to drinking water and sanitation services?	Community	Description (narrative)	Differentiation according to social groups is desirable but might not be feasible
	2.2 Quality of access	How would you rate the access: a) quantity of drinking water b) quality of drinking water c) quality of sanitation facilities	HH	Scoring on a scale 1-5 + explanations	First do indiv. scoring (as above) for all aspects, then ask for explanations
	2.3 Effect of access	Did you observe any social changes due to the implementation of the water scheme? Explain scoring	FG	Description (narrative)	

<sup>12</sup> These areas were mainly derived from the goal and outcomes of the logframes of WARM-P and Water Consortium which are very similar

Area of assessment <sup>12</sup>	Specific field of observation	Guiding questions for field phase	To whom is question addressed	Type of information / unit of measurement or way of capturing information	Additional remarks
3. Changes in behaviour and effects	3.1 Changes in behaviour	Do your family members do anything differently regarding hygiene and sanitation practices since the establishment of the water scheme? Yes/No? If yes, what?	HH	Yes/No  Description	
		Do families in the communities do anything differently regarding hygiene and sanitation practices since the establishment of the water scheme? Yes/No? If yes, what?	Community	Yes/No (frequency of mention)  Description	
	3.2 Effects at HH level	What else has changed for your family after the establishment of the water scheme? In case not mentioned, further ask: a) incidence of illness, b) time saved to fetch water, c) how saved time is used d) productive changes (kitchen gardening, other income earning activities)	HH	Quantified information (e.g. time saved for fetching water) Description	

	3.3 Effects at community level	<p>What else has changed for your family after the establishment of the water scheme?</p> <p>In case not mentioned, further ask:</p> <ul style="list-style-type: none"> <li>a) incidence of illness,</li> <li>b) time saved to fetch water,</li> <li>c) how saved time is used</li> <li>d) productive changes (kitchen gardening, other income earning activities)</li> <li>e) Social changes</li> </ul>	FG	<p>Quantified information (e.g. time saved for fetching water)</p> <p>Description</p>	
	3.4 Spin-off effects (beyond own community)	<p>Do you know other (neighbouring) communities outside the project area which have adopted/changed practices related water, sanitation and hygiene because they have seen what happens in your scheme?</p> <p>Yes/No?</p> <p>If yes, mention community and adopted/changed practices</p>	Community	<p>Yes/No</p> <p>List of communities and description of changes</p>	
4. Local Service Provision	4.1 Level of user satisfaction with provided services (HH, FGD)	<p>How do you feel (what is your opinion) about the quality of the service provided in your area (e.g. by the WTCTs Woman Tapstand Care Takers, VMWs Village Maintenance Workers; LLBs Local Latrine Builders; Rainwater Harvesting Mistris</p> <p>Rate and explain!</p>	HH FG	<p>Scale of 1-5</p> <p>+ Explanations</p>	

5. Committees (User Committees UC; WRMCs/VWAS HC)	5.1 Level of user satisfaction	How do you feel about the functioning of the user committee? Rate and explain.	HH FG	Scale of 1-5 + Explanations	Water Resource Management Cttes were created before the existence of Village Water, Sanitation & Hygiene Coordination Cttes. The latter is part of the state apparatus, and has taken over WRMC responsibility.
		How do you feel (what is your opinion) about the functioning of the WRMC/ VWASHCC?	Community	Description	
	5.2 Maintenance mechanisms	Do the people regularly contribute to the maintenance fund? (Tariff system in place?) Yes/No? If yes, how often?	Community	Description	
6. Partner Organisations	6.1 Level of 'user' satisfaction	For the water project, what type of support did you receive from: partner NGO's? (e.g. training, sanitation & hygiene awareness, planning)	Community, but invite particularly UC and LSPs to respond to.	Description	
		What are challenges?			
		For the water project, what type of support did you receive from technical consultants/private companies (e.g. training of skills)	for LSPs to answer.		
		What are challenges?			
7. Other aspects	Open	Do you have other issues you feel important to mention?	HH FG	Description	

## CROSS TABLE

The following Table shows at which levels (HH, FG, Community) the specific fields of observation are inquired from.

Area of assessment	Specific field of observation	HH	FG	Community
1. Water Use Master Plans (WUMP)	1.1 Roles of users in WUMP process		<b>X</b>	
	1.2 Usefulness of WUMP for planning and implementation		<b>x</b>	
2. Access to WASH	2.1 Number of HH having access to WASH			<b>X</b>
	2.2 Quality of access	<b>X</b>		
	2.3 Effect of access		<b>x</b>	
3. Changes in behaviour and effects	3.1 Changes in behaviour	<b>X</b>		<b>x</b>
	3.2 Effects at HH level	<b>X</b>		
	3.3 Effects at community level		<b>x</b>	
	3.4 Spin-off effects (beyond own community)			<b>x</b>
4. Local Service Provision	4.1 Level of user satisfaction with provided services	<b>X</b>	<b>x</b>	
5. WRMCs/VWASHCCs and UCs	5.1 Level of user satisfaction	<b>X (UC)</b>	<b>X (UC)</b>	<b>X (WRMC/VWASHCC)</b>
	5.2 Maintenance mechanisms			<b>x</b>
6. Partner Organisations	6.1 Level of 'user' satisfaction			<b>x (UC/LSP)</b>
7. Other issues (open)		<b>X</b>	<b>x</b>	

## Annex 3: Guidelines for Household Assessment and Focus Group Discussion<sup>13</sup>

### Citizen Observer Guidelines for Household Assessment

#### WARM-P BA

The most important thing about the household (HH) interviews is that people have a chance to share their real experiences of how they lived before the project started and how they live now that the project is in place. So, even though you will ask them for a lot of details about themselves (e.g. names, ethnicity), it is the Water, sanitation and hygiene (WASH)-related experiences they share in their own words that will give us the best idea of how they think the project has affected their lives.

As a CO, you will lead conversations with HHs in 2 schemes, and you will be an observer/note taker in another scheme. For most COs, it is in your home scheme that you will be the observer/note taker. In the two other schemes you visit, you will lead the HH conversations.

When you are the HH conversation leader, you will be accompanied by another CO or a Facilitator (they will be observers/note takers). When you are observer/note taker, you will be accompanied by another CO who will lead the HH conversations.

In every scheme you visit, you will interview 3 HHs per day, spending maximum 2 hours per HH.

Steps to hold HH conversations:

#### Step 1: Arrival at the HH

After everyone has introduced themselves, you should briefly remind your hosts about the purpose of your visit (including objectives of the BA process). HHs to be visited will be informed of the visit in advance, but they may not know exactly why you are visiting. You should let them know that the BA is being done to find out what changes people have noticed from the time before the water scheme was implemented and the time after.

**IMPORTANT:** You must also indicate to HHs that their names will not be used in the reporting of results, but that results will be summarized across the whole scheme.

#### Step 2: Gathering of HH information

Start the conversation by finding out the basic HH information (Step 2 Questions Basic HH Information).

The following questions will guide you to lead the conversations. You will see that some questions are indicated as REQUIRED. These are questions for which we much have a specific answer (e.g. How would you rate.....?). Other questions are more open: people might give many different answers, or you may have to ask additional questions to get the information you are looking for.

#### Step 3: The Main Conversation

Here you can use the questions for Step 3: The Main Conversation. Use the questions as a way to move through the discussion. If you find the householder does not give a clear idea of the answer, you could ask a follow up question.

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<sup>13</sup> These guidelines were finalized during the CO workshop and translated into Nepali for COs to use as a reference.

For example: The CO lead says: 'What has changed for your family after the establishment of the water scheme?' The householder says: 'It is easier to get water now'. A follow-up question could be: 'What do you mean by easier. What is easier?' The householder says: 'Now we don't spend so much time fetching water'.

**Note:** For questions where you ask people to give a rating, you will need to describe the rating system.

For example: 'How would you rate your access to drinking water (e.g. quality) on a scale from 1-5? 1 means very poor 2 means poor; 3 means moderate/acceptable; 4 is good; 5 is very good?

**Important:** Make sure to ask both the husband and wife to answer the question (at the same time).

#### **Step 4: Thank you and goodbye**

When you are finished the conversation, thank the householders for taking the time to speak with you and for giving you a better idea of how the scheme is functioning. Tell them you look forward to seeing them tomorrow at the community meeting.

In the HH visits, CO1 will be accompanied by either a national facilitator (NF) or another CO (CO2). The role of the F or CO2 will be to take a few notes (because CO1 will focus on his/her conversation with HH members), and to observe. Sometimes you will notice things as an observer that you might miss as an interviewer (e.g. you will be able to see if a HH has a Chang, or how their latrine is situated and maintained, etc.). In most cases, we expect both a husband and wife to be present for the interview (you will need to make a note of who is participating in the interview).

#### **Notes for Observers**

When you are the observer/note taker...

Your main responsibility is to take notes of the conversation (i.e. filling in the answers to each of the questions, including the rating results)

You should also look and listen for interesting comments or observations from the householders (e.g. a good story to illustrate project effects)

If the lead CO asks for help with some questions, you can provide it

If the lead CO forgets a question you remind him/her that he/she has forgotten

As the observer, you will also have an opportunity to look around and see how things are done (For example, maybe a householder will say, 'Now we have a good way of protecting the water'. But you as observer see that they do not keep the water covered after they have taken it from the tap')

**Note:** Another very useful thing you can do as observer is to take photos here and there (For example, of a tap stand, a kitchen garden, a gravity flow system, a rainwater harvesting scheme, a latrine, etc. You may also ask householders if it is ok to take a picture of them to show others how people live in this scheme). Please note: try to focus on photos that illustrate the project activities.

#### **Citizen Observer Guidelines for Focus Group Discussions (FGDs), WARM-P BA**

In addition to the HH conversations, the Focus Group Discussions (FGDs) will give us another way to look at how people within a scheme area see the situation regarding water, sanitation and hygiene in relation to the project. The FGs will give us feedback based on experiences of different HHs within different ethnic and gender groups.

## The FGD Framework

We want to get feedback from four different kinds of Focus Group: Female Marginalized HHs, Male Marginalized HHs, Female Non-Marginalized HHs, Male Non-Marginalized HHs. We do not have enough time to have a FGD for all of these groups in every scheme. Instead, we will have two FGDs in each scheme. The facilitators will make sure this is organised for COs.

In each scheme, there will be two FGDs (they will happen in the morning of the second day that COs and Facilitators visit the scheme).

What should you expect as a CO? In some schemes you will lead the FGD, in other schemes you will be an observer. Altogether over the whole BA process, each CO will lead 2 FGDs.

The following steps describe how the FGDs can be led.

### Step 1: Arrival at the FGD meeting

It makes sense to start with both FGs together in one big group to introduce yourselves and describe the purpose of your visit. The two lead COs should agree beforehand which one will lead the introduction. The facilitators can help with this.

**Note:** To save time, only COs and Facilitators should introduce themselves, not the whole group. FG members should be invited to introduce themselves after you split into the smaller FGs (see Step 2: Splitting into FGs).

**Important:** Try to keep these introductions as brief as possible, so you have enough time for discussion within the FGs.

Just as it was for the HH visits, you should briefly remind your hosts about the purpose of your visit (including objectives of the BA process). You should let them know that the BA is being done to find out what changes people have noticed from the time before the water scheme was implemented and the time after. You can inform them you are talking to a small number of HHs, but that it is also important to hear from larger groups of people, so this is why you are together for the FGD.

### Step 2: Splitting into FGs

After Step 1, each FG goes to sit in different places for their discussions. Once you are settled, invite the FG members to introduce themselves. Then you can go straight into the questions for FGs.

**IMPORTANT:** You must also indicate to FG members that their names will not be used in the reporting of results, but that results will be summarized across the whole scheme.

### Step 3: The Main FG Conversation

Here you can use the questions for Step 3: The Main FG Conversation. Use the questions as a guide to move through the discussion. If you find that someone does not give a clear idea of the answer, you could ask a follow-up question.

For example: The lead CO says: 'How were you involved in the creation of the WUMP for your scheme?' The householder says: 'We participate in the WUMP'. A follow-up question could be: 'What do you mean by participated? What did you do?' The householder says: 'We went to a community meeting where the WUMP was explained, and we talked about what we needed. We had to go a long way to find water, so we wanted to have water at a closer place. Then it was put into the WUMP'.

**Note:** For questions where you ask people to give a rating, you will need to describe the rating system.



For example: 'How would you rate the usefulness of the WUMP on a scale from 1-5?' A 1 means very poor; 2 poor; 3 is moderate; 4 is good; 5 is very good'.

You can ask the FG members to each say what number they would choose, then you can put it on a flipchart with a tick mark against each choice.

#### **Step 4: Thank you and goodbye**

When you are finished the questions, ask the FG members if they have anything more to say. When they have finished, thank them for taking the time to speak with you and for giving you a better idea of how the scheme is functioning. Tell them you look forward to seeing them tomorrow at the community meeting.

#### **Notes for Observers**

When you are the observer/note taker...

Your main responsibility is to take notes of the conversation (i.e. filling in the answers to each of the questions, including the rating results)

You should also look and listen for interesting comments or observations from the FG members (e.g. a good story to illustrate project effects)

If the lead CO asks for help with some questions, you can provide it

If the lead CO forgets a question you remind him/her that he/she has forgotten

**Note:** Another very useful thing you can do as observer is to take photos here and there (For example, a photo of the FG)

## Annex 4: Time Schedule

The gross time frame to conduct the BA (without final reporting) is about 4 months. But this time frame also includes work with low intensity. The proposed time schedule is described in table 2 (Detailed process steps are given in Annex 5).

**Table 2: Time schedule**

S.N.	Activities	Feb				Mar				Apr				May				Jun				Remarks
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4	
1.	Planning	████████																				
2.	Training, Validation, prep.					████████																
3.	Implementation									████████												
4.	Analysis													████████								
5.	Validation																	████████				
6.	Finalization																					By November

## Annex 5: Detailed Methodology and Steps Adopted in Execution of BA

### Assessment Framework

A week long intensive planning and training programme was organised to:

- Finalize BA planning between national level facilitators and external backstoppers
- Orient citizen observers (COs) on the rationale, objectives and BA methodology, and
- To design the assessment framework including questions based on local concerns and issues

In the course of the training, questionnaires for interview/discussion purposes at the household, focus group and community levels were developed and tested in the field. Required changes based on the field findings were then incorporated in the questionnaires (See Annex 3).

The assessment framework was derived from the project document and specifically the log frame indicators. Out of this, the following “areas of assessment” (or: fields of observation) were identified:

- ✓ Perception of role of actors in and usefulness of planning process through WUMP
- ✓ Access to adequate water and sanitation services (WASH). By whom the access was received, equity issues, social changes due to access
- ✓ Perceived changes and effects of project intervention e.g. behavioural changes, perception on reduced illness (i.e. diarrhoea) due to better sanitation and hygiene, saved time for fetching water and resulting effects, effects of saved time and reduced illness etc.
- ✓ Perception (Satisfaction level) of users on quality of services provided by local service providers (LSPs)
- ✓ Perception (Satisfaction level) of users on performance, appropriation of roles and responsibilities and composition of management committees (VWASHCC/WRMC) and User Committees
- ✓ Perception (Satisfaction level) of local service providers and user committees on role and performance of partner organizations and technical consultants regarding their support in training, awareness building, and skill development of local LSP

Questions to be asked at household, focus group and community level were created based on these areas of assessment. Both the assessment framework and the questions were further discussed and refined with the COs during the training event.

### Selection of Geographical Areas and Schemes (where)

The selection of the geographical areas for the BA was done based upon the principle of **representativeness**. As mentioned, WARM-P has been working in four districts; Achham, Dailekh, Jajarkot and, Kalikot.

For purposes of the BA, a total of 12 water schemes were selected using stratified random sampling. This number represents the maximum number of schemes that could be assessed within existing time, logistical and budget constraints. Scheme selection was done considering:

**1. Access:** For reasons of practicality and cost, schemes for inclusion in the WARM-P Beneficiary Assessment could not be selected from all four districts covered by the project. It was therefore necessary to narrow the pool of schemes down to two districts. It was decided that one district should be relatively remote and therefore less developed, and the other one less remote and more developed, in order to compare results under those two conditions. As

Jajarkot and Dailekh had the largest number of completed schemes and together constituted examples of a more remote and a less remote district, they were chosen as the starting point for scheme selection. For logistical and cost reasons, two schemes were selected per VDC, resulting in a total of 3 VDCs in each of the two districts.

**2. Year of completion:** Only completed water schemes were considered for study purposes. Schemes completed further in the past allow us to look at sustainability issues i.e. whether the established water schemes are still functional and properly managed. On the other hand, more recently completed schemes allow us to look at process issues because beneficiaries can better remember details about such processes. Based on this reasoning, the target was to have 50% of the schemes completed in 2008 or earlier (“old schemes”) and the other 50% completed in 2008 onwards (“young schemes”). However, there were only 2 old schemes in Jajarkot district, therefore the final selection was comprised of 7 young and 5 old schemes.

Applying the above criteria led to the following list of schemes.

**Table 1: List of the schemes for BA**

<b>S N</b>	<b>Water Supply Scheme and Type*</b>	<b>VDC</b>	<b>Year Completed</b>	<b>House-holds</b>	<b>Population</b>
<b>Dailekh</b>					
1	Goyalshim	Tolijaishi	2006	67	398
2	Budha Agra	Tolijaishi	2011	51	277
3	Bhandar-igau RWH	Nepa	2011	30	191
4	Kaprip-anera	Nepa	2012	108	664
5	Badak-anda	Goganpani	2003	72	438
6	Bubai-rakhe RWH	Goganpani	2006	48	322
<b>Jajarkot</b>					
1	Gamka	Jhapra	2011	51	310
2	Kanda	Jhapra	2010	46	299
3	Syala Ghogi	Pajaru	2012	47	278
4	Rajikot	Pajaru	2010	47	336
5	Gangat-iva	Punma	2007	74	457
6	Phaleni	Pumma	2003	30	174
<b>Total:</b>				<b>671</b>	<b>4144</b>

\* *RWH = Rainwater Harvesting Scheme. The rest are Gravity Flow supply schemes*

## **Actors and Their Roles in the BA**

### **a) Citizen observers (assessors)**

A BA is intended to identify beneficiaries' perspectives with as little bias as possible; therefore, real beneficiaries did the assessment task. Citizen observers were selected from the set of drinking water and sanitation schemes selected for assessment purposes. COs were clustered into groups of 3 people, and there were 2 such groups from each district, giving a total of 4 groups of 3 COs each to conduct the assessment. The specific roles and responsibilities of the COs were to:

- Participate in the training conducted by the facilitating team
- Support the development and validation (field testing) of the assessment tools
- Conduct the assessment through household interviews and Focus Group Discussions
- Record data in the field based on the method jointly developed during the training
- Facilitate visualisation of discussions during the assessment
- Establish a record of visits during the field period
- Provide feedback to the communities in meetings and solicit further information
- Discuss and consolidate results of the facilitators and participate jointly in data analysis and interpretation
- Participate in a final validation workshop

- Provide feedback/views on the process applied

Given the above roles and responsibilities, COs were selected using the following criteria and procedure:

- Each peer group of COs should be composed of a mix of marginalized (Dalit, Janajati) and non-marginalized (Brahmin, Chhetri) members
- Each peer group should have at least one woman member
- COs need to be literate in basic Nepali
- COs should commit to spend about 16 days, including training/field testing and night stays in other villages
- COs should be prepared to respect and work with a variety of stakeholders
- COs are to be identified by User Committees with the support of WARM-P implementing partners

A brief orientation to user committee members was organized in the field by WARM-P implementing partners to explain the BA process, its objectives, methodology, timeframe and selection criteria for COs. User Committees then selected COs to participate in the BA.

#### **b) Clients (Beneficiaries)**

Beneficiaries are the end-users of the WASH services provided at the community level. They include different social groups according to gender (men and women) and caste/ethnicity (Marginalized: Dalit, Janajati and Non-Marginalized: Brahmin, Chhetri, Thakuri),.

The population in the study areas was comprised of 671 households including various social groups such as Dalit and Janajati (the marginalized category, of which there were 250 households) and Brahmin, Chhetri and Thakuri (non-marginalized, of which there were 421 households) with a total population of 4,144. The average household included was 6.2 members. On average, the project area included 36% marginalized households (25% Dalit and 11% Janajati). The majority of the population was poor. Subsistence agriculture remained the main occupation. More than 75% of the population had less than 6 months' food sufficiency from agriculture. Proportional representation of all stakeholders/social groups was ensured for BA purposes through the following selection process.

Selection of households (HHs) for interviews was done based upon stratified random sampling. First, all HHs in each scheme were classified according to social groups (i.e. marginalized vs. non-marginalized). In order to minimize bias related to project management and services provided, beneficiary HHs which included members of User Committees and/or local service providers, and households of citizen observers were excluded. Out of the resulting pool of HHs, 50 percent of households of each social group represented in each scheme was done through random selection, with one exception: one scheme was comprised of non-marginalized beneficiaries only, so the marginalized-non-marginalized criterion could not be applied.

To sum up, there were a total of 671 beneficiary households in the 12 selected schemes. A total of 6 HHs per scheme were selected for interviews, resulting in a total of 72 households interviewed (11 percent of the total).

To supplement the findings and provide for a degree of triangulation of results, 2 focus group discussion sessions and one community meeting in each scheme were held.

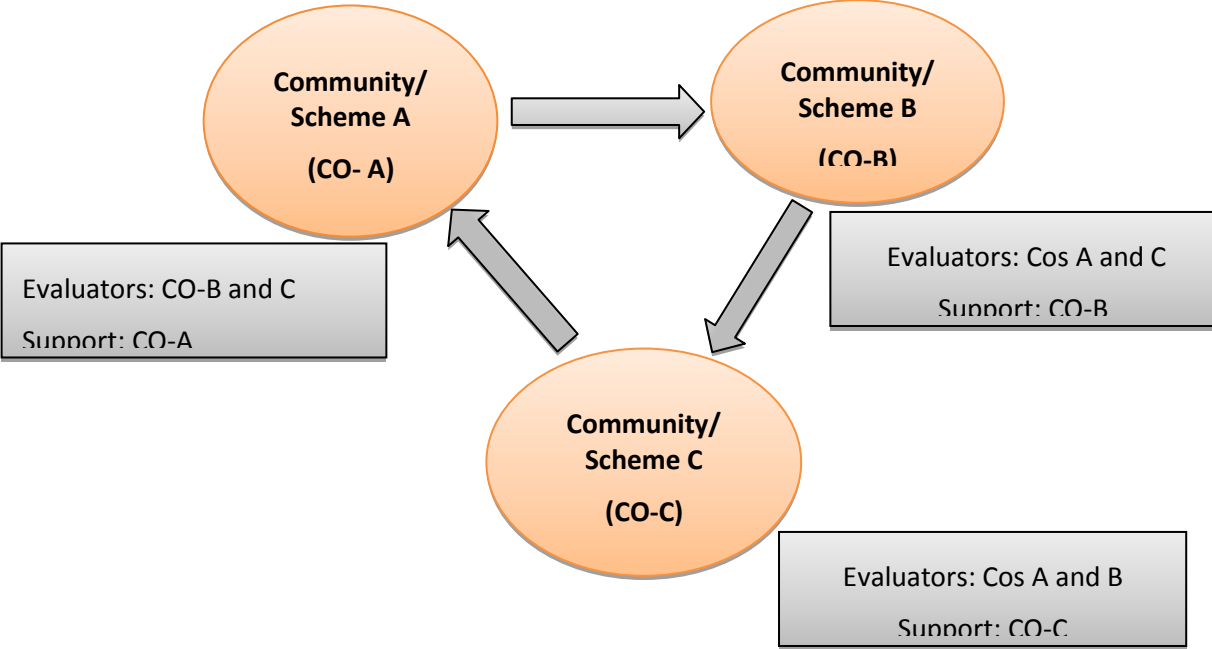
**c) Facilitators and backstopping members**

The entire assessment work was completed with the involvement of a facilitators’ team (National Facilitator and Co-National Facilitator in this case). Utmost attention was paid to make the facilitating team seen by COs and beneficiaries as independent from the project. The overall coordination of the BA and drafting of the final report was done by the National facilitator.

The BA being the first such exercise within the Swiss NGO Water and Sanitation Consortium is considered as a pilot to assist in validation of the BA approach. Feedbacks were provided by two staff from head office of HELVETAS Swiss Intercooperation. This backstopping support primarily was in training of facilitators and citizen observers and ongoing ‘background’ planning and implementation support.

**Implementation modality during the field phase (how)**

Each of the four CO peer groups was engaged in assessing three schemes/communities applying the following approach:



The household interviews, Focus Group Discussions (FGDs) and Community Meetings (CMs) were the main tools in gathering information from the field and the responsibility of implementation was shouldered by the COs. Guidelines prepared for household interviews, FGD sessions and community meetings are provided in Annex 3.

To complete the overall task within the set time frame of 2 days in each scheme, a peer group of 3 COs was divided into two sub-groups comprised of two COs in one sub-group and one CO plus one National Facilitator (NF) or Co-National Facilitator (Co-NF) in the second one. In doing so, COs from their own schemes and the NF or Co-NF were assigned responsibility of taking notes of the discussions, but were not permitted to play a lead role in facilitating the discussions.

In this manner, the work was carried out in each scheme as follows:

## **Field visit, Day 1**

Each of the above sub-groups interviewed 3 HHs. The households were pre-informed of the visit of the interview team. Ideally, both the heads of household (man and woman) were expected to attend the interview; however it could not be materialised in all cases mainly because of involvement of one in some other important household work. The findings of the household interviews were discussed in the evening of the same day between the COs and facilitator (or co-facilitator). The findings made from the household interview were taken up in the FGD and community meetings.

In the execution of the task, a total of 72 households i.e. 36 households each from Dailekh and Jajarkot districts were selected for face to face interviews. In doing so, 12 households from the rainwater harvesting system and 24 from the gravity flow system in Dailekh and all 36 households from the gravity flow system in Jajarkot were selected.

Of the 12 respondent households from rainwater harvesting systems in Dailekh, 4 were from marginalized groups and 8 from non-marginalized ones. A total of 16 respondents including 6 males and 10 females from these 12 households answered the queries in the above systems.

Likewise, a total of 24 households including 12 each from marginalized and non-marginalized groups in gravity flow systems in Dailekh responded to queries where 16 males and 22 females participated in the discussion.

Similarly, a total of 36 households with gravity flow systems in Jajarkot, including 14 marginalized and 22 non-marginalized household with 29 male and 27 female members attended the interview.

In this manner, a total of 110 respondents in both districts combined, including 59 females and 51 males attended the household level survey.

Table 2 below provides the detail on distribution of households by type of water supply system, by social grouping and by gender.

**Table 2: Respondent Households by Type of Schemes and Social Groups.**

Households	Dailekh								Jajarkot			
	RWH				GFS				GFS			
	No. of HHs	Respondents			No. of HHs	Respondents			No. of HHs	Respondents		
M		F	Total	M		F	Total	M		F	Total	
Marginalized	4	2	4	6	12	6	12	18	14	11	11	22
Non–Marginalized	8	4	6	10	12	10	10	20	22	18	16	34
<b>Total</b>	<b>12</b>	<b>6</b>	<b>10</b>	<b>16</b>	<b>24</b>	<b>16</b>	<b>22</b>	<b>38</b>	<b>36</b>	<b>29</b>	<b>27</b>	<b>56</b>

HH=households, M= male, F=female, RWH= rainwater harvesting, GFS=Gravity flow water supply system

## **Field visit, Day 2, morning: Focus Group Discussion**

Focus group discussions were also used in the WARM-P Beneficiary Assessment exercise. In doing so, proper attention in representing gender and existing ethnicities and related economic standing of the members to participate in the FGDs was paid. Two such discussion sessions were held per scheme. In organising the FGDs, if FGDs in one scheme comprised a marginalized male group and a non marginalized female one, then the FGDs in the second



scheme would be made up of marginalized female and non-marginalized male groups. In this manner a total of 24 FGDs were held in the two districts: The pattern of FGD participant composition was as:

FGDs	Jajarkot	Dailekh	Total
Marginalized male group	3	3	6
Marginalized female group	3	3	6
Non- marginalized male group	3	3	6
Non- marginalized female group	3	3	6
<b>Total</b>	12	12	24

Each of the FGD sessions was facilitated by 2 two COs, one facilitating the discussion and the other taking notes. Care was taken to assign the facilitator of the selected ethnicity in order to avoid possible inhibition to express opinions by FGD participants wherever possible.

In this manner, 12 focus group discussion sessions in each of the two districts (totalling 24) were organised. The sessions included participation of 85 members in Dailekh and 93 in Jajarkot including both men and women from marginalized and non-marginalized social groups.

**Table 3: Participants of FGD by Type of Scheme and Social Groups**

Participants	Dailekh				Jajarkot	
	RWH		GFS		GFS	
	FGD No.	No. of participants	FGD No.	No. of participant	FGD No.	No. of participants
Marginalized Male	1	5	2	9	3	26
Marginalized Female	1	4	2	20	3	24
Non Marginalized Male	1	8	2	17	3	19
Non Marginalized Female	1	7	2	15	3	24
<b>Total</b>	4	<b>24</b>	8	<b>61</b>	12	<b>93</b>

### **Field visit Day 2, afternoon:**

A community meeting was held in each of the 12 schemes under study to share the findings of the household surveys and focus group discussions held in the community. The objective behind organising community meetings was to share and validate the preliminary findings and to receive feedback in order to fill-in the missing information, if any.

In addition to household surveys and focus group discussions, solicitation of information on the various aspects of the project was also done at the community level meetings. About 350 people (average 30 per scheme) participated in the above 12 community meetings and put forth their opinions and views related to the study subject.

### **Analysis, Validation and Documentation**

#### **a) Analysis**

The COs played the main role during the reflection on the responses gathered from the field and they were supported by the respective facilitators. The principle of “**Self critical quality of analysis**”, where COs could assist in the interpretation of the results based on their

familiarity with the local context, served as the guideline while analysing the collected information. The perceptions and views of the COs were also taken into account in the analysis process. Careful attention to the implications of positions, social status and potential bias of all involved actors (assessed, citizen observers, facilitators....) was paid in the analysis of information and drawing conclusions. Triangulation of findings made from FGDs, community meetings and face to face interviews with households was instrumental in enabling reliable interpretation.

The received information/responses of the BA exercise were translated into English, coded, and processed in an SPSS database and relevant tables were generated for reporting purposes.

#### **b) Validation workshop**

A validation workshop with the support of COs was held on September 6-7, 2013 in Birendranagar, Surkhet District, where the consolidated findings were presented to and discussed by a variety of BA stakeholders. This event was the final stage in the process of verifying the findings, to complement missing elements if any, and to provide an opportunity for those who had not previously contributed to the BA to share their thoughts (e.g. WARM-P project staff and implementing partners, User Committee and VDC representatives). The validation workshop included user's committee representatives, COs, facilitators, VDC representatives, WARM-P project staff and partners, etc. Aside from soliciting feedback from participants on the findings, the workshop was also designed to gather reactions on the BA approach itself.

#### **c) Report Preparation**

The report presents the findings in cross tables and using simple statistics for quantitative and semi-quantitative data. Accordingly, the soft (non-numerical) information is presented in descriptive form. Case studies are also presented to substantiate the findings of the study. Photos are also presented to give a better sense of the study areas and the people living there.

#### **Duration of Assessment work**

A total of 4 months, extended to 6 months was estimated for the whole process. The schedule of activities undertaken is given in Annex 4.