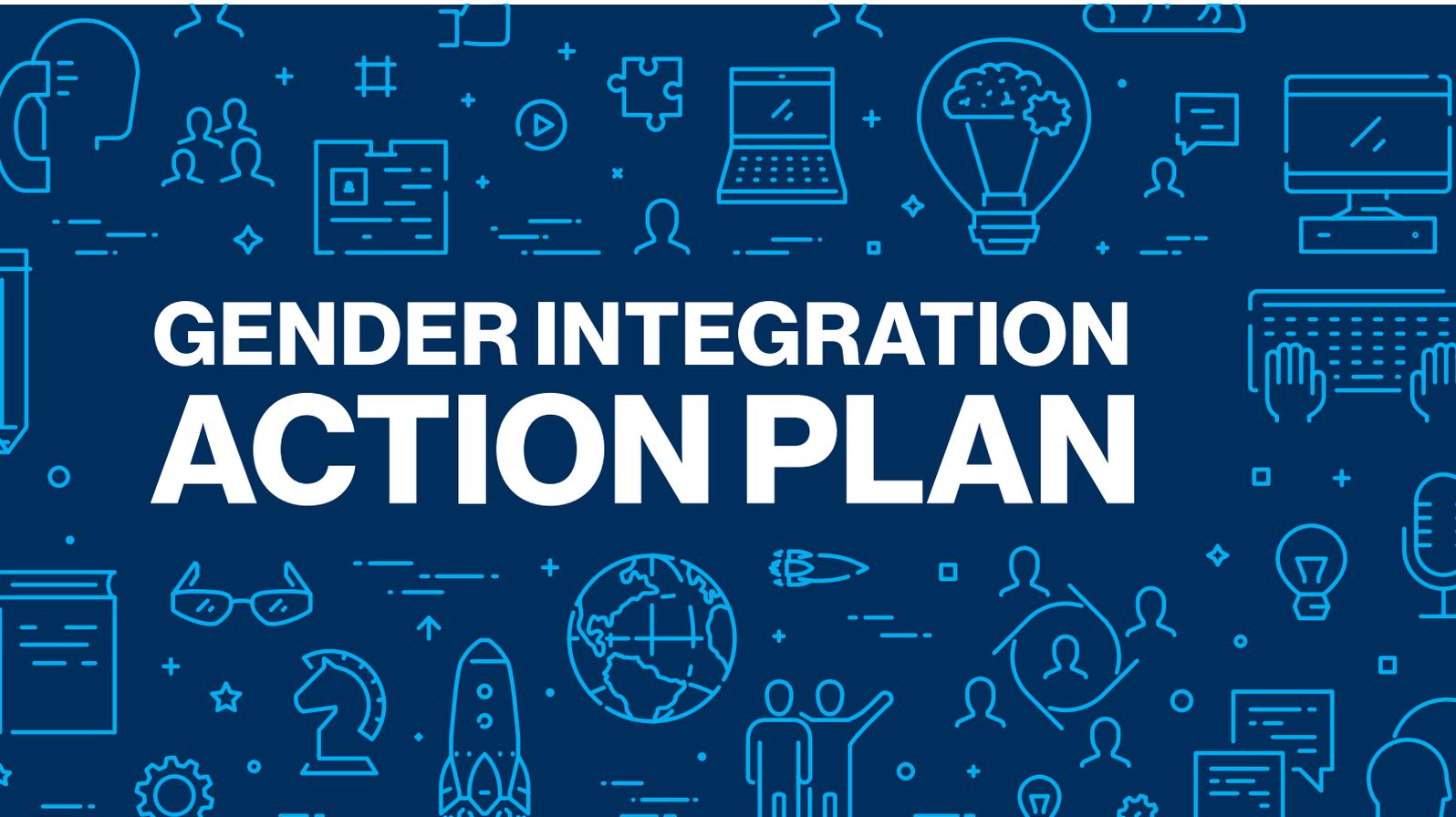


Khulna

City-Wide Inclusive Sanitation



GENDER INTEGRATION ACTION PLAN

SNV

DECEMBER 2019



SNV (Netherlands Development Organisation) began in 1965 as a not-for-profit volunteer organization and has built a long-term, local presence in countries in Asia, Africa and Latin America working in the sectors of WASH, Agriculture and Renewable Energy. SNV provides advisory services, facilitates knowledge development, networks, and carries out advocacy at national and international levels. SNV's mission is to make a lasting difference in the lives of millions of people living in poverty, and the organization has been implementing urban sanitation initiatives in Southern Bangladesh for over six years.

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Abbreviations

| | |
|-------|---|
| KCC | Khulna City Corporation |
| KDA | Khulna Development Authority |
| KWASA | Khulna Water Supply and Sewerage Authority |
| SVC | Sanitation value chain |
| PT | Public toilet |
| CT | Community toilet |
| ST | School toilet |
| ADB | Asian Development Bank |
| FGD | Focus group discussion |
| DNH | Do no harm |
| OHS | Occupation health and safety |
| BCC | Behavior change communication |
| CDC | Community development committees |
| IHL | Individual household latrine |
| FSM | Fecal sludge management |
| MHM | Menstrual hygiene management |
| MSM | Men who have sex with men |
| CWIS | City-Wide Inclusive Sanitation |
| SPE | Strategic Prioritization Exercise |
| GAIM | Gender Analysis and Integration Matrix |
| LIC | Low-income community |
| MIC | Middle-income community |
| KUET | Khulna University of Engineering & Technology |
| GBV | Gender-based violence |
| ILO | International Labour Organization |



Gender Analysis Findings

The gender analysis sought to prioritize gender preferences, barriers, gaps, and opportunities to inform SNV activities, indicator development, and workplans. Its methodology included a literature review, a four-week field assessment, and an iterative and comprehensive analysis with staff, stakeholders, and partners.

Findings have been structured and presented in this section by emergent themes, namely governance and political representation; user interface; manual labor in the sanitation workforce; administration, management and business ownership across the SVC; household sanitation; stigma, gender and sanitation value chain; inclusive design, maintenance and use of PTs, CTs and STs; positive deviance; and cost-benefit of engaging women and third gender in the SVC.



THEME ONE

Governance and Political Representation

Bangladesh's City Corporation Act (Amended) 2009 promotes women's participation in local level government, requiring thirty-three percent of ward seats to be reserved for women. Despite such reforms, attitudes towards and acceptance of local female leaders has been slow, as is the case in Khulna as well. While ten of Khulna's ward councilors are female, they are all elected to reserved seats, and their representation at Khulna's ward level is considered token. One female councilor stated that "women are always underestimated and there is no surprise that we are preferably excluded in the decision-making process." Male family members influence their positions on issues and votes. Women councilors feel they get less priority than their male colleagues, receiving smaller allocations of budgets and funds. Male councilors receive infrastructure projects, and female councilors do "softer" projects. This is despite some female councilors knowledge of and ability to engage on water and sanitation issues.

As technical knowledge of water and sanitation and its intersection with gender issues are relatively new to Khulna's larger population, including its elected officials, male and female ward councilors should be oriented on gender and sanitation issues so they can effectively represent their constituents' sanitation issues.

Only KWASA staff on an Asian Development Bank (ADB) project have been oriented on gender and sanitation, and KCC and KDA lack a mechanism to engage women, men, and third gender when planning development of public toilets (PTs). The importance of including the gender paradigm in water and sanitation is underscored by the issues raised in Theme 7, Inclusive



"Women are always underestimated and there is no surprise that we are preferably excluded in the decision-making process."

FEMALE FGD
PARTICIPANT

Design, Maintenance, and Use of PTs, community toilets (CTs) and school toilets (STs). As such, KCC, KDA and SNV staff working on sanitation should be provided with gender orientation, including technical aspects of gender and sanitation and educated to recognize opportunities to be gender intentional and transformative and ensure do no harm (DNH) is upheld. Further, the project should incorporate specific occupation health and safety (OHS) needs of men, women, and third gender in OHS guidelines.

Two positive outliers exist – KCC’s Chief Conservancy Officer (a man) refers to himself as a gender champion. He recruited women at the secondary treatment centers, a female engineer at the treatment plant and KCC’s Assistant Conservancy Officer at KCC, a woman who brings a gender lens to her work. However, he faced challenges when recruiting women as supervisors and when nominating women to attend national and overseas trainings.

THEME TWO User Interface

As women are generally the ones at home during the day, they often bear the responsibility of engaging on sanitation related issues in the home, especially in emergencies such as when septic tanks are full and overflow. However, women find it cumbersome to engage KCC vacutug services as they require filling out forms. Women and sometimes men with varying literacy levels find this difficult. As such, vacutug service forms should be reviewed and revised. While SNV carried out behavior change communication (BCC) during the day time to mitigate this issue, working women and men are not present. Such activities should be conducted during non-work hours. Men and women request vacutug services, but women are comfortable communicating with community development committees (CDC) vacutug services, as calls are received by a woman. In contrast, the KCC vacutug hotline is answered by someone who is unknown to them and the setting is

viewed as being official. In order to accommodate such norms, KCC should consider hiring women to staff the vacutug call-in helpline.

Direct and indirect sanitation costs affect women and sometimes men. The minimum cost of each vacutug desludging visit is 1000 Tk and most women and LIC men cannot afford this. KCC should consider a sliding scale to accommodate women and different income groups. KCC requires that funds for vacutug services be direct deposited into their bank account and the receipt presented. Some women and men complained that the bank and KCC are a fair distance from their homes and they incur travel costs. KCC should be encouraged to provide vacutug service forms to CDCs, CDC clusters and ward offices, enabling easier access for local women and men.





THEME THREE

Manual Labor in the Sanitation Workforce

Women more than men bear the burden of household and unpaid sanitation chores. Women carry the day-to-day sanitation burden, including latrine cleaning, and taking care of children, disabled and elderly. They also inform ward councilors (often male) about clogged drains in their community. To reduce the burden on women, the project should include gender inclusive language and graphics in operational maintenance guidelines, modules and materials and develop BCC activities that encourage shared (men, women, and third

gender) sanitation responsibilities in the community. Roles and responsibilities in the formal sanitation value chain (SVC) in Khulna are gendered. Women carry out lower level sanitation work including sweeping and cleaning roads at night, and men do more formal maintenance and financing construction of individual household latrines (IHLs)/toilets. There are no female supervisors in the SVC, and KCC and KDA should be encouraged to promote women to supervisory positions.



THEME FOUR

Administration, Management and Business Ownership Across the SVC

There is limited women's participation in Khulna's SVC. While Harijan community women have witnessed Muslim women working in PTs, they stated that they lack

knowledge of opportunities in the SVC and are thus unable to engage. Others state a lack of capital and means as inhibiting their ability to engage in the SVC. Traditional gender norms impede women's access to engaging in the SVC, with men perceiving women as incapable of certain sanitation related tasks. A male vacutug driver stated that there are a number of reasons why women cannot be helpers as they cannot get into the tank and go to the dumping

station at night. He stated that "this work demands a lot of physical strength which a woman usually doesn't have."

The safety and security of sanitation workers was cited as a reason for women's limited engagement in the SVC. While KCC hired a female engineer to work at the treatment plant, after visiting it, she did not feel secure as it is located far from the city and in a quiet area. A female briquette worker at the treatment plant said that her husband allows her to work there because there aren't larger numbers of males. Female briquette workers hired by SNV at the treatment plant also mentioned that they have been provided with the appropriate safety gear. As such, they are not concerned about their physical safety in relation to the work.



"This work demands a lot of physical strength which a woman usually doesn't have."

MALE VACUTUG WORKER



THEME FIVE

Household Sanitation

Cultural norms strongly delineate women and men's sanitation related roles in Khulna, with women carrying most of the day-to-day burden, including latrine cleaning, attending to children and the elderly's sanitation needs, and cleaning after septic tanks have been emptied. During an FGD with civil society, a male participant stated that women should be in charge of cleaning household toilets. IHL/toilet construction and financing falls on men, and affluent educated women sometimes make

requests and recommendations regarding placement of kitchen, toilet, garbage disposal etc. Men are responsible for manual septic tank emptying, including providing information about pits to emptiers. Women consider fecal sludge management (FSM) to be men's work, and only get involved when the men in the household are not present and if there are urgent sanitation issues such as septic tank overflowing. Many women and men lack knowledge of vacutug services.



THEME SIX

Stigma, Gender and Sanitation Value Chain

Caste continues to have a heavy hand in sanitation across Bangladesh, and in Khulna as well. Further, caste and gender intersect in Khulna, and traditional castes – Harijan and Hrishi – who historically worked in sanitation continue to do this work. A female PT caretaker says the job is considered one of low standard and she cannot tell her children and relatives what she does. Another said “I work in the PT which is adjacent to my house. I don’t share my address with my close relatives in case they get to know that I do such demeaning work.” Harijan women previously in sanitation work, are dissuaded from engaging in the SVC by their children who are educated. At one PT, the leaseholder is a woman, but her husband has put his name on the board as they both don’t want the wife’s association with the PT revealed publicly. Even after having worked in sanitation for 25 years, the City Chief Conservancy Officer’s family does not want him to post about his job on Facebook. However, he takes pride in his work and

posts regularly. Men in the Harijan community state that they are stigmatized and can’t marry across and even within their caste because of the stigma associated with their sanitation work. However, a Hrishi community (shoe repairer community) woman stated that while her community members view cleaning toilets as being beneath them, she and her husband built their house from SVC earnings. Some Harijan women state that as long as they earn money, they don’t have a problem with their husbands engaging as pit emptiers.



“I work in the PT which is adjacent to my house. I don’t share my address with my close relatives in case they get to know that I do such demeaning work.”

FEMALE PT CARETAKER



THEME SEVEN

Inclusive Design, Maintenance, and Use of PTs, CTs and STs

While SNV leadership and staff and KCC’s chief engineer and his deputy are committed to gender inclusive sanitation, there are still some challenges to achieving this goal. KCC and KDA currently do not engage the community when planning and developing CTs and PTs. Further, KWASA’s Managing Director and KDA’s chief engineer stated that sewerage systems and water supply are technical issues that require engineering points of view, and don’t see the need to consult non-technical people, including women, men and third gender. There are a number of issues related to design and maintenance of CTs, PTs and STs. Some adolescent girls discussed the need for a balance between privacy and security – if entrances are hidden or discreet, this increases security risks. Some CTs in low-income communities (LICs) have water connections, but most do not have electricity¹. Those using toilets after dark use candles or their cell phone lights, causing a sense of insecurity. CTs, PTs and STs are rarely designed and constructed to be disabled accessible and safe. Shared showers lack privacy and females are forced bathe in the open and return to their homes in wet clothes. While PTs

don’t include bathing facilities, many men bathe in them and pay 10 Tk. Women use PTs during long journeys and emergencies, citing lack of hygiene, bad odor, inconvenient location, presence of men near entrances, male caretakers, broken doors or doors that face male urinals, and lack of menstrual hygiene management (MHM) facilities as issues. Generally, males use PTs for defecation, urinating on the roadside, stating that there is a lack of PTs. Khulna’s PTs, CTs and STs lack proper MHM disposal facilities.

There is added burden on women responsible for children and elderly persons’ sanitation needs. Pregnant women and those suffering from fistula are not able to wait for toilets to become available and therefore they restrict eating and drinking when the toilets are busy. Men feel they have priority for use of CTs, and women and children are forced to wait or resort to open defecation. Females with heavy menstrual bleeding needing to use the toilet frequently find it difficult to use CTs and PTs. Harijan women and men are discriminated against and face many challenges when using CTs,

1. Most of slums in Khulna city are not authorized and usually the dwellers get illegal electricity connections.

especially during peak hours. Third gender do not have their own toilets, and Hijra use women's chambers and men who have sex with men (MSM) use men's chambers at PTs. A male PT caretaker stated that they don't take money from third gender because they are verbally

abusive and even take off their clothes. It should be noted that the researchers did not experience such behavior first hand, and this could be articulation of the caretakers own prejudice.



THEME EIGHT

Positive Deviance

While there are many people who perpetuate restrictive or harmful gender norms, there are also several people – positive deviants² – who champion gender transformative ideas. KCC's Assistant Conservancy Officer is a woman, and the Chief Conservancy Officer describes himself as a gender champion. At the political level, one female ward councilor was able to discuss sanitation in her ward and Khulna. A Harijan woman who manages the PT at the New Market and her husband collects user fees and says he is there for her safety. It should be noted that SNV-Bangladesh leadership SNV-CWIS Khulna staff showed

great commitment to integrating gender into the project, as is evidenced by the Strategic Prioritization Exercise (SPE) results and the way in which SNV leadership and staff engaged with Iris Group and DevResonance through the gender analysis and participated in Gender Analysis and Integration Matrix (GAIM) development, the SPE and a number of conversations post-SPE. Additionally, in efforts to make SNV-Bangladesh more gender equitable, the organization's Country Director has asked each staff person to provide two points/inputs on how to make the organization more gender transformative.



THEME NINE

Cost-Benefit of Engaging Women and Third Gender in the SVC

There are social and economic costs and benefits associated with engaging women and third gender in Khulna's SVC. Sometimes individual economic benefits outweigh even strict societal norms. An example is the family from the Hrishi community who built their house from SVC earnings. Harijan women are willing to work in the SVC if it generates income, and women slum dwellers around the treatment plant are interested in being briquette workers as the project pays regularly. Employers prefer hiring women as briquette workers and at PTs because they cost less. Members of the third gender community will join the SVC only if it is economically beneficial to them, but are not aware of the economic opportunities available in the SVC. A Hijra leader is concerned that if younger people get SVC jobs, the older Hijra will lose their social and economic status.

new mayor. Employers are concerned about social and economic costs they will incur if they hire women in the SVC. Some PT leasing companies don't want to hire women as transport workers (often outsiders) also use PTs, and safety is an issue. They don't think that women can collect fees from PT users.

Safety of sanitation workers is underscored by two thirds of the women engaged as street sweepers who state that they will not continue their jobs as they are uncomfortable to work at night as is required by the

2. Positive deviance is a behavioral and social change term that refers to those individuals in a community who are able to develop creative solutions to problems despite being faced with the same challenges that others in the community face.



Action Plan



Systematically derived from the gender analysis findings, SNV and partners have co-created a list of recommended actions for gender integration within SNV activities and operations. The following Action Plan is a presentation of these recommendations, endorsed through a Strategic Prioritization Exercise (SPE) to action and promote gender equitable results in Khulna’s sanitation sector.

Actions are organized according to SNVs Priority Areas, as detailed in the SNV Results Framework, for ease of integration and measurement. The Priority Areas focus on Khulna’s citizenry, economy, systems, and innovation. Recommended actions drawn from the gender analysis findings serve to leverage and enhance four of the six Priority Areas of SNV. Recommended actions include brief descriptions in the section below, and additional recommendations not selected for inclusion in this Action Plan remain listed in the Gender Analysis and Integration Matrix (GAIM) for future reference and integration into SNV and Khulna City Corporation, Khulna Development Authority and Khulna Water and Sewer Authority’s sanitation activities.

Citywide Inclusive Sanitation (CWIS)

Citywide Inclusive Sanitation (CWIS) is a comprehensive approach to urban sanitation rooted in multi-sector collaboration. One of the seven principles guiding the CWIS initiative is the integration of gender and social equity throughout the design and delivery of city sanitation services. A primary intended outcome of the CWIS portfolio is improved agency of women in sanitation decision-making at the household and policy levels.

HOW TO USE THIS ACTION PLAN

Each finding from the Strategic Prioritization Exercise is expressed in a recommendation for future planning. These recommendations include the following actionable components:





SNV PRIORITY AREA 1

Increased city-wide safe sanitation services across the city



User Interface

Consider the needs of all users – including women, low literacy populations, and lower wage-earning populations – in sanitation service delivery. Understanding and responding to the sanitation needs of all populations will ensure effective uptake of services and encourage more individuals in the community to engage in various levels of maintenance and management.

ACTION IN IMPLEMENTATION

Leverage the BCC training that SNV routinely carries out, utilizing tools such as the Mol Jatra video and others, to offer BCC at other times during the day.



Project Level Recommendations:

- Forms that individuals are required to fill should be reviewed and possibly revised to accommodate lower literacy levels.
- Vacutug forms should be made available at local ward offices, CDCs, and CDC clusters so local women and men can access these forms easily.
- CDC members should be trained to fill out KCC forms.
- KCC should consider hiring females to staff the vacutug call-in helpline.
- KCC, KDA and SNV should carry out BCC activities that require community engagement during hours when women and men with formal and informal jobs are present in the community.

Systems Level Recommendations:

- OHS guideline revision should incorporate specific OHS needs of men, women and third gender community.
- KCC should be encouraged to consider a sliding scale for different income groups.

RELATED FINDINGS

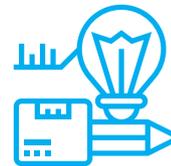
THEME TWO

Women find it cumbersome to engage KCC vacutug services as they require filling out forms. Women and sometimes men with varying literacy levels find this difficult.

While SNV carried out behavior change communication (BCC) during the day time to mitigate this issue, working women and men are not present. Such activities should be conducted during non-work hours.

Inclusive Design, Maintenance, and Use of PTs, CTs, and STs

Address the specific needs of men, women, and third gender in the design, maintenance, and use of PTs, CTs, and STs. Various groups in society have unique sanitation needs, and the design and maintenance of PTs, CTs, and STs should be carefully considered for each group uniquely in order to maximize use and effectively respond to the needs of all in the community.



Project Level Recommendations:

- Ensure that there is proper lighting and privacy at in CTs and PTs and that lighting is maintained regularly.
- Engage CT operators and SHGs to ensure that there is proper privacy in bathing spaces.
- Ensure that functioning electricity and water connections exist in CTs. This may encourage women and youth to use toilets at night, and reduce discomfort and need for open defecation.
- Ensure that PTs have adequate MHM facilities (e.g. disposal, washrooms), and educate women and young girls on proper MHM disposal.
- Ensure that a designated women's chamber exists (may need to be created) at CTs.
- Educate men and women on health issues that emerge from holding bowel pressure and not consuming sufficient water.
- Engage with PT lease holders to ensure that PTs are maintained (both for cleanliness and infrastructure), and engage with KCC to ensure that proper PT monitoring occurs.
- Encourage PT lease holders to include a female caretaker in the female chambers.
- Assess whether PTs may be cost prohibitive for women and individuals from LICs; evaluate the efficacy of cost versus usage.
- Encourage schools, KCC and KDA to request that PT operators include MHM disposal bins in female bathrooms.
- Educate women and girls in supported communities on proper usage and disposal of sanitary napkins and cloths.
- Conduct focus group discussions with the women and third gender community to understand their preferences with regards to PTs, especially in the design and maintenance of toilets. Use this information to inform project-level recommendations.
- Engage with third gender community and educate them on community level sanitation.

RELATED FINDINGS

Privacy and security considerations are not always considered when determining the location and design of toilets. If entrances are hidden or discreet, this increases security risks.

THEME SEVEN

Systems Level Recommendations:

- Educate government officials on gender sensitive PT design and maintenance to influence policy and implementation.
- Encourage KCC and KDA to include gender integrative language and gender specific instructions in their operational guidelines.

Engineers see sewerage systems and water supply as very technical issues that require an engineering point of view; therefore, they do not see benefit in consulting non-technical people, including women and third gender and have not yet considered these voices.



ACTION IN IMPLEMENTATION SNV is currently implementing a school sanitation program in three schools in Jashroe, taking into account MHM and privacy standards, including lighting. Additionally, SNV supports four PTs in Jashore and Benapole that follow adequate MHM and privacy standards.



SNV PRIORITY AREA 2

30% of fecal sludge in all low-income settlements is safely managed by end of project

Household Sanitation

Support social norms change related to gender norms at the household and community level, specifically encouraging shared responsibility of maintenance and emptying roles. This may include increased male effort in household level responsibilities and increased female effort in faecal sludge management roles. Increased sharing of responsibilities will improve service delivery and ensure all voices are heard when decisions need to be made at the community level related to sanitation.

RELATED FINDINGS

Women consider FSM to be men's work and allow male family members to speak on this topic. However, it is most often the women who inform their husbands about issues related to sanitation and septic tank overflowing.



Since women are the ones most often at home, they suffer the discomfort of an overflowing toilet. At times, women have to clean out the sludge themselves when it leaks into the kitchen.

Women and men who live in close proximity to CDCs that operate vacutags have heard of the vacutag service. However, they are not fully informed about this option and are not aware of the KCC operations.

Because two CDC vacutag services are not operational, some women and men complain of the distances they have to travel and the higher cost they incur when engaging KCC, as well as the CDC who has an operational vacutag service. This burden is especially relevant to LICs and MICs.

Women find it cumbersome to engage with KCC because the city requires them to fill out forms and deposit money to the bank to receive services. Many women are unable to perform these tasks.

Project Level Recommendations:

- Educate women and men about the vacutag services so they don't feel compelled to carry out manual emptying.
- Carry out SMS campaigns to encourage household desludging.
- Engage women in household desludging by following an example from Wai, India: Women in Maharashtra accompany the vacutag trucks to engage and inform householders about the service, ensuring that women in households are comfortable with the presence of vacutag staff and operations.
- Carry out BCC activities that encouraged shared maintenance and emptying responsibility by both men and women. This can be done by using the Mol Jatra video, Pot Show and other BCC tools already available to carry out a light BCC campaign in areas where the knowledge base is low.
- Educate women from Khulna University and educational institutions such as KUET on SVC opportunities, in order to encourage more women to work in the city sanitation department and engage in the sanitation value chain.

System Level Recommendation:

- KCC should develop a monitoring mechanism to ensure resources are used effectively for repairs. For example, SNV has provided a 100,000 Tk seed loan to repair one of the CDC vacutags. However, this repair has not been successful. Developing a monitoring mechanism can encourage follow-through with repair activities.
- Engage with KCC to develop a more user-friendly interface process when it comes to sanitation services, understanding that literacy and mobility are issues facing women.
- Encourage KCC to carry out block/scheduled desludging in planned areas.
- Encourage KCC to engage more women in the sanitation value chain; currently there is only one female officer in the KCC conservancy department.

ACTIONS IN IMPLEMENTATION

An SNV scholarship programme currently underway at KU and KUET has begun assisting in the education of women in the SVC. The committee recently approved eight students for the scholarship, of which five were women. SNV requires a minimum quota of 50% women; if not achieved, those scholarships remain vacant. For second year running, SNV has seen more women than men enter the program.

SNV will continue into 2020 the formal seed loan system for small and medium scale entrepreneurs interested in engaging in the SVC. The organization may leverage this loan system to improve the usage monitoring of these funds.



SNV PRIORITY AREA 3

Service authority has the resources and accountability to fully delivery inclusive sanitation services



Women’s Representation in Sanitation Governance

Increase female representation and meaningful participation in decision-making and action. These spaces may include organizational governance, community decision-making bodies, and political processes. Women, men, and third gender will first need to be educated on gender and sanitation, as well as meaningful participation of all groups. Systems will need to be established to ensure documentation and monitoring of diverse representation and meaningful engagement. Increased participation will promote quality sanitation services that includes the voices and needs of traditionally marginalized or underrepresented user groups.

ACTIONS IN IMPLEMENTATION

SNV has planned an internal gender training for early 2020 in Khulna.

SNV has reviewed all activities to ensure gender balance both in role and decision-making. For Khulna activities, SNV invites the mayor—who is a woman—to participate and add value to the work.



Project Level Recommendations:

- Educate female and male SNV staff on gender and sanitation issues, including technical gender aspects.
- Encourage KCC, KDA and KWASA to hire a minimum number of females at all levels of programming and include both female and male staff in national level and overseas training and development opportunities.
- Orient female and male ward councilors, as well as political representatives, on gender and sanitation issues so they can effectively represent their constituent’s sanitation issues, as well as encourage female community leader participation in sanitation-related issues.
- Encourage KCC to engage both female and male ward councilors on projects related to water and sanitation.

Systems Level Recommendations:

- Establish a system enacting female and male teams in each ward to jointly work on infrastructure related projects.
- Encourage KCC to establish minimum requirements of women’s engagement in governance and the sanitation value chain.
- Establish quantitative and qualitative gender requirements when staffing WASH projects, establishing a criterion for the minimum number of women to be engaged in WASH programming at all levels of the project.

RELATED FINDINGS



While an ADB project required KWASA project staff to be oriented on gender, other KWASA and public institution staff have not had formal orientation/training on gender and sanitation.

Women councilors feel they get less priority than their male colleagues, receiving smaller allocations of funds. Only male councilors get allocations for infrastructure development and female councilors receive allocations for “softer projects.”

The City Corporation Act (Amended) 2009, requires that 33% of ward seats be reserved for women. Nonetheless, women’s representation is considered token representation, and some feel they don’t have a significant part to play during standing committee meetings.





SNV PRIORITY AREA 5

Service models and procurement models enable deployment of innovative technologies and services

Manual Labor in the Sanitation Workforce

Increase female and third gender representation in formal labor force participation at the community level related to sanitation. Improving the male, female, and third gender balance in the sanitation workforce will decrease the burden placed on women for much of the unpaid labor that falls on them in community sanitation efforts.



Project Level Recommendations:

- Develop BCC activities that encourage shared (men, women, and third gender) sanitation responsibilities in the community.
- Include gender inclusive language and graphics in operational maintenance guidelines, modules and materials.
- SNV and KCC should develop a Sanitation Spotlight that highlights the good work being carried out by members of the SVC.
- Promote women-owned and operated businesses related to sanitation, including re-use products.

Systems Level Recommendations:

- Conduct an assessment to understand why there are no female supervisors among sanitation workers.
- Evaluate the feasibility of promoting female sanitation workers to supervisory positions.
- Create opportunities for women in the formal workforce, leveraging recent evidence stating that women – especially young women – may be more interested in applying for and succeeding in current sanitation-related technical trends.
- Develop a confidential workplace “risk and hazards incidents log” that collects sex-disaggregated data on physical safety the SVC. This log will document institutional and community-level safety concerns, as well as inform to strengthen effective safety measures.

RELATED FINDINGS

Women carry most of the day-to-day sanitation burden (latrine cleaning, children’s sanitation needs), take on the responsibility of informing the ward councilors (often male) about clogged drains in their community and are the main caregivers of children, disabled and elderly--they accompany them to the toilets.



THEME THREE

ACTION IN IMPLEMENTATION

SNV is currently implementing a briquette enterprise project that develops women-led entrepreneurship efforts.



Administration, Management, and Business Ownership Across the SVC

Increase female and third gender representation in Khulna’s SVC – administrative, management, and ownership levels. A number of factors impede female and third gender participation (e.g. knowledge, capital, safety and security, and traditional gender norms related to roles and responsibilities), and these impeding factors must be addressed in order to improve female and third gender representation in the SVC.

RELATED FINDINGS

Harijan women have witnessed Muslim women earning money by working at public toilets. As such, they are willing to work in the PTs, but don’t know about the opportunities that are available.



THEME FOUR

ACTION IN IMPLEMENTATION

Men do not allow women to work on sludge as it is a man’s job, and there are a number of reasons why women cannot be helpers. One reason is that women cannot get into the tank and go to the dumping station at night.



Project Level Recommendations:

- Carry out BCC activities that educate men and women on how women can engage in the SVC, including as vacutag drivers. Having female vacutag drivers could also mitigate the cultural issues female householders face when male vacutag drivers enter homes to carry out desludging.
- Offer skills training for males, females, third gender and scheduled caste groups and provide training in contract process to CDC.

System Level Recommendation:

- Install reservation system that supports women contractors and encourages more women to engage in the SVC.
- KCC and KDA should develop a formal seed loan system for small and medium scale entrepreneurs interested in engaging in the SVC. This (and other) system level change should be monitored closely for any adverse outcomes (like GBV or harassment) following policy shifts, and altered accordingly.

Stigma, Gender, and the Sanitation Value Chain

Improve the value placed on all workers in the SVC, especially highlighting the valuable contributions of women and third gender workers. Improving community perception of SVC work will encourage more individuals to engage in this work and reduce the stigma placed on those individuals currently engaged, especially women, third gender, and those of particular caste groups.

Project Level Recommendations:

- ✓ Carry out BCC activities within the community that address the issue of stigma and gives dignity to these jobs
- ✓ Encourage the use of the proper terms, such as 'Shohor Shebok,' when referring individuals in the SVC.
- ✓ Highlight positive deviants and the contributions they are making to their community and Khulna by engaging as workers in the SVC. Model after or expand upon the existing booklet of case stories about women from the Harijan community engaging in sanitation.
- ✓ Engage with PT and CT caretakers to affirm and encourage them regarding the value of contribution they are making to the community.
- ✓ Initiate a 'Sanitation Spotlight of the Month' profiling, to highlight the men, women and third gender SVC workers' contributions to the community.
- ✓ Encourage positive deviants among women and third gender communities who either work in the SVC or who champion changed social norms related to stigma and the SVC. For example, hire a woman as a vacutug driver or assistant.

Systems Level Recommendations:

- ✓ Educate KCC and council members on how women, men and third gender can contribute to the SVC. Refer to National Women's Development Policy (2011) – Jatiyo Nari Unnayan Neethi – for more information.
- ✓ Engage KCC to ensure that the ILO's four pillars of decent work fully capture the contributions that sanitation workers are providing to communities, and build upon, if necessary.

RELATED FINDINGS

THEME SIX

The PT caretaker job is considered one of low standard, and these workers often cannot tell their children and relatives what type of work they do.

THEME EIGHT

Two third gender community members are currently interested in becoming vacutug drivers, and these would be considered positive deviants.



Cost-Benefit of Engaging Women and Third Gender in the SVC

Promote the economic viability of SVC employment and entrepreneurship to communities, to increase the interest in and presence of women and third gender populations in the SVC. If the community sees and understand the economic gain available when employed in the SVC, the level of involvement will increase.

Project Level Recommendations:

- ✓ Inform and educate women and the community on financial opportunities in the SVC available to men, women and third gender.
- ✓ Promote job announcements to reach women, men and third gender, and ensure that the announcement includes gender inclusive language.

RELATED FINDINGS

Harijan women are willing to work in SVC, processing fuel from sludge if it generates income. Women slum dwellers who live near the treatment plant show interest in being briquette workers, as the project pays regularly.



THEME NINE

Systems Level Recommendations:

- ✓ Encourage more female entrepreneurs to apply for loans to engage in the SVC. SNV has rolled out seed capital loans to those working in sanitation businesses, yet only one out of 29 of these recipients is female.
- ✓ Encourage banks to provide loans to men, women and third gender interested in starting businesses in the SVC; educate the public (including women and third gender) on how to apply for such loans. A national-level workshop with bank management recently took place in Khulna to engage banks to better invest in FSM. Leverage this workshop to promote increased loans for those working in the SVC, especially women and third gender.
- ✓ Promote the hiring of more women to work at the Khulna treatment plant; this may encourage more women to feel comfortable working in the plant.

