

# ANNUAL REPORT

April 2013 to March 2014

**LOKSHAKTI SAMAJSEVI SANSTHA**  
**CHHATTISGARH**

## ANNUAL REPORT

<b>Project Title</b>	Achieving Total Sanitation in Rajnandgaon District by Strengthening PRIs and Building Accountability of Service Providers	<b>Project Number</b>	642W02
<b>Partner Name:</b>	Lokshakti Samajasevi Sanstha	<b>Location</b>	Rural

### 1. The Context (max limit one page)

Lokshakti Samajasevi Sanstha is implementing the “**Achieving Total Sanitation in Rajnandgaon by strentheining PRIs and building accountability of Service Providers**” Program because we observed from our past experience that the PRI is the first legal responsible unit for implementing the WASH program at the village level. The main role of the service providers is to support the people in making this program a success. But, both PRI and service providers aren’t much aware about the WASH program and due to the lack of their interest also in the WASH program, demand wasn’t generating from the community which wasn’t building the pressure on the government for the timely releasing of budget on WASH related programs, the wash program wasn’t progressing in the Rajnandgaon district. Hence, the organisation (LSS) planned to create campaign in the Rajnandgaon district which would strengthen the PRIs, build the accountability of the service providers and creating awareness among the communities for their rights so that the program may progress speedily and the WASH program reach the deprived people. We shared this plan with the Water Aid, they understood our plan and agreed to support us in achieving our planned strategies.

LSS started working along with the 24 people’s team with due support from Water Aid India to bring the changes in the behavioural practices of 143816 families of 1004 villages from 419 panchayats of six blocks of Rajnandgaon District, Chhattisgarh. Now, the project is being implemented in all the 9 blocks of the Rajnandgaon district with the total population of 1198792 having 239213 families with 619 Gram Panchayats and 1626 villages. The project is being implemented for the availability of adequate drinking water, total sanitation, bringing changes in the behavioural changes and making the adequate benefit of the government facilities. This year, we were able to access the safe and adequate drinking water to 28091 people through the repairs of 143 hand pumps, installation of 56 new hand pumps and 23 new water tap schemes. Also we were able to access the nistari water facilities to 7635 people through the construction of 5 stop dams and deepening of 13 ponds. Under the sanitation program 5607 household latrines were being constructed; thus, 29,966 people are free from open defecation. Also, sanitary blocks have been constructed in 143 educational centres, benefiting 4368 children and school teachers. 5,786 people were being benefited under the hygiene program through the village cleanliness, kitchen shed and compost pit. The leveraged amount under Water and Sanitation is Rs. 7,55,01,729.00 (Seven Crore Fifty Five Lacs One Thousand Seven Hundred Twenty nine only). The proofs of these levered amounts are with us. In this way, we can say that we have progressed towards our planned plans and strategies

## 2. Project Area (Max Limit Half Page)

In the table below list your project area and briefly narrate your approach and focus at various levels of interventions

State	Chhattisgarh	District	Rajnandgaon
Block (or city)		Gram Panchayat (or Ward)	Village (or slum)
Blocks Manpur, Mohla, Chowki, Chhuriya, Dongargaon, Dongargarh, Rajnandgaon, Chhuikhadan, Khairagarh		619 Gram Panchayats	1626 Villages

## 3. Project Progress brief summary(maximum limit 1 page)

This year, we were able to access the safe and adequate drinking water to 28091 people through the repairs of 143 hand pumps, installation of 56 new hand pumps and 23 new water tap schemes. Also we were able to access the nistari water facilities to 7635 people through the construction of 5 stop dams and deepening of 13 ponds. Under the sanitation program 5607 household latrines were being constructed; thus, 29,966 people are free from open defecation. Also, sanitary blocks have been constructed in 143 educational centres, benefiting 4368 children and school teachers. 5,786 people were being benefited under the hygiene program through the village cleanliness, kitchen shed and compost pit. The leveraged amount under Water and Sanitation is Rs. 7,55,01,729.00 (Seven Crore Fifty Five Lacs One Thousand Seven Hundred Twenty nine only)

### ***The Contributory Factors, External & Internal***

- ▶ Better coordination with the government departments and the support from the government employees
- ▶ The local service provider's faith and support on the organization (LSS)
- ▶ The organization's linkages with the local community from the past and their belief on the organization
- ▶ The presence of local staff in the organization that understand the project area very well and are easily adjustable to the prevailing area's conditions
- ▶ Support from the local leaders of the community and their belief on the organization.

### ***Challenges and how these were overcome***

<b><i>Challenges</i></b>	<b><i>How these were overcome</i></b>
Negligent attitude of government officials towards the WASH program	Dialogues with the government officials through the PRI representatives, Local Service Providers and

<b>Challenges</b>	<b>How these were overcome</b>
	the Community
Being the green hunt area (Sensitive) the pressure of the Police forces and BSF	Functioning in days as per the convenience of these police forces and BSFs and also considering the naxallites.
Lack of understanding on WASH among the local service providers and PRI representatives	Providing the various trainings and orientations on WASH to the local service providers, PRI representatives and the communities.
Lack of behavioural practices among the community to utilise the constructed toilets	orienting them on the ill-effects of open defecation and assisting to adopt the habit of behaviour change and utilising the toilets

#### **4. Approaches, tools and methodologies promoted (maximum limit 1 page)**

The strategies and approaches adopted by the project are as under:

- ▶ Making the home contacts
- ▶ Visit in the school and aanganwadi centres
- ▶ Meeting in the secretariat of the gram panchayats
- ▶ Meeting with the communities
- ▶ Participating in the gramsabha meeting of the gram panchayats and motivating the people for eradicating their problems and information dissemination on the government programs
- ▶ Institutional capacity Building
- ▶ Atmosphere Creation
- ▶ Visit in the Nirmal Panchayats
- ▶ Furnishing information on the process of making the Nirmal Panchayats and review of the programs in the villages selected for nirmal panchayats
- ▶ Visit in the panchayats along with the NBA (TSC) teams
- ▶ Awareness creation through the Nukkad Nataks, songs, and other programs
- ▶ Meeting with the VWSCs, SHGs and other CBOs.
- ▶ Participation in the government programs
- ▶ Participation in the religion based social meetings
- ▶ Participation in the local festivals

5. Leverage (maximum limit half page)

Type of works	Units	Amount Mobilized from other agencies	Users Contribution	WAI Contribution	Number of people Reached	Source of resource / Dept of mobilization
<b>Water</b>						
Repairs of hand pumps	143	5,10,871.00	50,840.00	-----	9,962	PHE
New Hand pumps	56	30,40,000.00	8,570.00	-----	4,481	PHE
Nal Jal Scheme	23	43,40,162.00	49,218.00	2,99,679.00	12,632	PHE & WAI
Hand pump Platform	14	15,591.00	5,271.00		1,016	PHE & WAI
<b>Total</b>	<b>236</b>	<b>79,06,624.00</b>	<b>1,13,899.00</b>		<b>28,091</b>	
<b>Nistari Water</b>						
Stop Dam	05	24,24,000.00	2,041.00	-----	806	Janpad/WAI
Ponds Deepening	13	1,88,09,000.00	19,070.00	-----	3,558	PHE
Water Conservation	01		4,800.00		172	LSS
Roof Water Harvesting	01				37	LSS
<b>Total</b>	<b>17</b>	<b>4,30,49,000.00</b>	<b>24,111.00</b>		<b>12,507</b>	
<b>Sanitation</b>						
Household latrines	5,607+31	1,44,46,848.00	22,16,837.00	-----	29,966	NBA (TSC)
School Sanitation Blocks	116(115+1)	46,22,000.00	163.00	-----	4,078	NBA (TSC)/Janpad Panchayat
Aanganwadi Sanitation Block	12(10+2)	7,18,000.00	0.00	-----	289	NBA (TSC)/Janpad Panchayat
School Sanitation Blocks (DAP)	15	34,47,900.00			01	Janpad Panchayat
Household Sanitation Block (DAP)	05		6,600.00	50,000.00	36	WAI
<b>Total</b>	<b>5,716</b>	<b>2,32,34,748.00</b>	<b>22,23,600.00</b>	<b>50,000.00</b>	<b>34,370</b>	
<b>Hygiene &amp; Other Programs</b>						
Village Cleanliness	32	1,28,150.00	23,788.00	-----	2,551	-----
Compost Pit	42	2,25,000.00	3,635.00	-----	3,155	Agriculture

**Lokshakti Samajasevi Sasntha – Annual Report 2012-13**

Type of works	Units	Amount Mobilized from other agencies	Users Contribution	WAI Contribution	Number of people Reached	Source of resource / Dept of mobilization
						Department
Kitchen Shed	1	30,000.00	-----	-----	80	Janpad Panchayat
School & AWC Visit	94 School/ 158 AWC	-----	-----	-----	10,446	-----
Drainage Canal	19	9,85,000.00	100.00	-----	1,516	
Hand Washing	107	13,105.00	24095.00	-----	15,602	
Soakpit	31	55,500.00	325.00	-----	3,096	
Hand pump Platform Cleaning	5	6,000.00	7,300.00	-----	336	
Waste bin	7	11,801.00	1,711.00	-----	808	
World Toilet Day	3	-----	-----	-----	320	
Hygiene Promotion in Schools	45	-----	-----	-----	3,161	
<b>Total</b>		<b>13,11,357.00</b>	<b>60,954.00</b>	<b>-----</b>	<b>41,071</b>	
<b>Water Aid Supported Program</b>						
Atmosphere Creation	20 village 6 block	-----	-----	-----	2,086	-----
Slogan/Wall Writing	200 slogan 18 Panchayats	-----	-----	-----	26,839	-----
Mitanin/BRPs	6	-----	-----	-----	243	-----
Influencing the local Service Providers	2	-----	-----	-----	118	-----
Tng of PRI representatives	4	-----	-----	-----	291	-----
Team Review Meeting	12	-----	-----	-----	12	-----
Awareness Through Wall Murals	20	-----	-----	-----	1,367	-----
Exposure of PRI Representatives	1	-----	-----	-----	41	-----
Meeting of Block Level Stakeholders	5	-----	-----	-----	189	-----
Awareness on	3	-----	-----	-----	185	-----

Type of works	Units	Amount Mobilized from other agencies	Users Contribution	WAI Contribution	Number of people Reached	Source of resource / Dept of mobilization
MHM						
Staff's Capacity Building	1	-----	-----	-----	26	-----
Public Hearing	1	-----	-----	-----	187	-----
Orientation of CLTS	1	-----	-----	-----	28	-----
Orientation of Gram Panchayat, Volunteers, Swachata Doot	5	-----	-----	-----	242	-----
Orientation of teachers and SMC Cluster Volunteers	5	-----	-----	-----	201	-----
School Led Sanitation and Hygiene Promotion	35	-----	-----	-----	2169	-----
Development of Sanitation Action Plan & Compilation	35	-----	-----	-----		-----
Water Day	4	-----	-----	-----	610	-----
World Toilet Day	3	-----	-----	-----	320	-----
Hand Washing Day	104	-----	-----	-----	15632	-----
International Women's Day	2	-----	-----	-----	159	-----
IEC Material	450 copies	-----	-----	-----	10689	-----
Block Level Launching Program	01	-----	-----	-----	91	-----
<b>Grand Total</b>		<b>7,55,01,729.00</b>	<b>25,22,564.00</b>		<b>1,16,039</b>	

## 6. Number of People reached(maximum limit one page including subsections)

This year, we were able to access the safe and adequate drinking water to 28091 people through the repairs of 143 hand pumps, installation of 56 new hand pumps and 23 new water tap schemes. Also we

were able to access the nistari water facilities to 7635 people through the construction of 5 stop dams and deepening of 13 ponds. Under the sanitation program 5607 household latrines were being constructed; thus, 29,966 people are free from open defecation. Also, sanitary blocks have been constructed in 143 educational centres, benefiting 4368 children and school teachers. 5,786 people were being benefited under the hygiene program through the village cleanliness, kitchen shed and compost pit. The leveraged amount under Water and Sanitation is Rs. 7,55,01,729.00 (Seven Crore Fifty Five Lacs One Thousand Seven Hundred Twenty nine only)

## **6.1 Water Quality**

The details of Water Quality Tested and results were described in the given sections in excel format.

## **6.2 Menstrual Hygiene Management**

Organised the awareness program on menstrual hygiene management among the adolescent girls and women in three blocks of the district. 135 women and adolescent girls participated in this program and understood on the importance of menstrual hygiene management. They are now adopting these practices in the behaviours and making the better use of their understandings.

## **7. Equity and Inclusion(maximum limit half page)**

- ▶ Demanded to the administration for the toilets suitable to the DAPs.
- ▶ Presented 701 applications during the Jandarshan program organized by the district administration demanding the WASH facilities for the deprived communities and DAPs. Got solution to the 247 applications till date.
- ▶ Presented 836 applications from the panchayat to the district level administration on the WASH related problem. Out of this solutions were brought up 228 problems.
- ▶ Made efforts in the project for accessing the adequate and safe water to the 28091 communities of the area through the repairs of hand pumps, installation of new hand pumps, installation of pipe water supplies (Nal Jal Yojna), etc. Also, benefited the 4573 people of the area to avail the nistari facility through the construction of stop dams, ponds deepening, etc.

## **8. Community Institutions promoted or strengthened(maximum limit half page)**

The community Institutions and Systems promoted strengthened/promoted through various programs are as under:

- Meeting with the Community and Personal Contacts

- Community Village Cleanliness Program
- Participating in the secretariat meeting of the village panchayats
- Meeting with the Village Water Sanitation Committee
- Meeting with Self-help Groups
- Inspiring for the proper use of the constructed toilets
- Awareness program on the WASH program and other problems
- Visit in the Educational Centres
- Participating in the gramsabha and community meetings
- Jandarshan program at the district level
- Relationship development with the local government and institutions

## **9. Stakeholder Engagement (Government and Others) (maximum limit half page)**

There are two committees related to the Water, Sanitation and Hygiene at the block and district level in the Rajnandgaon district – District Water Sanitation Committee and Block Water Sanitation Committee.

Apart from this, there are committees at the panchayat and village level – Village Water Sanitation Committee, Community Based Organization (CBO) and SHGs.

The works being done by the organization with these institutional bodies is as under: -

**District Water Sanitation Committee:** The organization isn't the member of the DWSC, but receives the information and invitation about the meetings through the NBA (TSC). On the basis of this, the LSS staff participated in two meetings of the DWSC. The organization demanded for the increase in the sanctioned amount for the construction of individual household latrines. Apart from this, the organization opposed the construction of ground level latrine and demanded for the construction of super structure. Also, demanded for the repair and construction of damaged individual household latrines and educational centres. 10 people participated in this meeting.

**Block Water Sanitation Committee:** There are DWSCs in the 9 blocks of the district, but neither they meet regularly nor they have any definite period for the meeting. They meet once in three months on the basis of the needs. The organization receives the information and invitation about the meeting through the NBA (TSC) and has participated 12 times in the meeting of 6 blocks and intimated the problems related to the water, sanitation and hygiene.

The administration seeks the help from the system for the monitoring of the selected nirmal panchayats and inspiring towards the sanitation & hygiene, therefore the Rajnandgaon district is first in the state towards making the nirmal panchayats.

**Village Water Sanitation Committee:** There are VWSCs in almost every panchayat of the project area, but they aren't active in so many places. In order to make them active and empowered, organized meeting of these committees; oriented them on the WASH program and capacitated them by informing them their roles and

responsibilities. Thus, inspired them to play their important role in maintaining their respective panchayats clean and unhygienic.

**Community Based Organizations:** Organized meeting with 62 community based organizations of the project area in which 3829 people participated. Oriented their understanding on the total sanitation campaign and inspired them to implement the total sanitation program actively so that their respective panchayats be made nirmal through bringing about the changes in their behavioural practices.

**Meeting with the SHGs:** Organized meeting with the SHGs of the project area. Built their capacity to implement the total sanitation campaign actively in their respective areas.

## 10. Influencing and Indirect Reach(maximum limit half page)

The Chhattisgarh government has declared for the construction the toilets for the DAPs in all the areas of the state. This happened because we have demanded to the government for the construction of toilets for the DAPS in the district.

## 11. Human Resources

There isn't any turnover on staff appointed. All the staff are in place as per the approved budget and are regularly functioning to achieve the project's targets.

## 12. Sustainability

Explain how sustainability of improvements to services is ensured

## 13. Lessons and Conclusion

### **Lessons Learnt**

- Technical Information on WASH to bring the behavioural changes among the people
- Developing the dialogues of the deprived communities with the government brings a good result
- Linking the MLA with the WASH program gives a good result.
- Jandarshan program may be utilized to bring about the better results on WASH programs
- Most importantly learnt from the write-up workshop and the way Water Aid improved our case story, the effective way to write the case stories; however we believe there still is the need of some improvement.
- When people understand that the WASH is their right and demand for it collectively, then they succeed in achieving it.
- If the Panchayat Representatives are improved their capability, then we may succeed in achieving so many results related to WASH easily

- Implementing the WASH program in the form of a campaign provides the diversified results.
- Getting success on an issue boosts up the confidence level of the community and they unite together suo moto to achieve success on the other issues as well.
- Community is often capable of doing advocacy and putting pressure on the administration and local self governance if they understand properly what their entitlement is and how to articulate them at appropriate forum
- People in crisis realise the problem better and that is the best opportunity to mobilise and organise them. Once they are organised, they tend to become self reliant, then the job of the NGO becomes easier and an withdrawal strategy can be drawn accordingly

### **Conclusion:**

This year, we were able to access the safe and adequate drinking water to 28091 people through the repairs of 143 hand pumps, installation of 56 new hand pumps and 23 new water tap schemes. Also we were able to access the nistari water facilities to 7635 people through the construction of 5 stop dams and deepening of 13 ponds. Under the sanitation program 5607 household latrines were being constructed; thus, 29,966 people are free from open defecation. Also, sanitary blocks have been constructed in 143 educational centres, benefiting 4368 children and school teachers. 5,786 people were being benefited under the hygiene program through the village cleanliness, kitchen shed and compost pit. The leveraged amount under Water and Sanitation is Rs. 7,55,01,729.00 (Seven Crore Fifty Five Lacs One Thousand Seven Hundred Twenty nine only). The proofs of these levered amounts are with us. In this way, we can say that we have progressed towards our planned plans and strategies

## **14. Case Studies**

### **Changes in the Behavioral Practices**

#### **Introduction**

Providing potable drinking water to all has been one of the development agenda of government since couple of last plan periods. It is a matter of fact that safe drinking water can prevent many water borne diseases and contribute immensely to the good health and good economy of the community and the nation at large. However, due to lack of real people's participation and good governance all development programmes including the provision of safe drinking water gets marred and people are left at the mercy of their destiny. But time is changing; the awareness amongst people is growing because of several initiatives taken by the government and non government organisations. People are trying to assert their entitlements and are waking up the lethargic system. A small intervention of restoring the tube well for drinking water at Shantinagar village is a testimony to this.

## **Context**

The state of Chhattisgarh was carved out of Madhya Pradesh in the year 2000. The state's population comprise mostly the Scheduled Tribes, the Scheduled Castes, Dalits and other backward classes. According to different survey reports most of the rural areas in Chhattisgarh lack basic amenities like safe drinking water and sanitation. Two major reasons for such a scenario are:

1. Local Self Governance (PRI) is weak in term of generating resource, capacity to plan and execute, and also are not in any way to demonstrate their decision making power
2. Lack of will amongst the political parties

If the gram panchayat becomes bit proactive it can resolve basic issues like availability of drinking water and sanitation and can help in effective implementation of different flagship programmes of the government.

The Lokshakti Samajsevi Sanstha (LSS), an NGO which has been working in different parts of Rajnandgaon district, conducted a base line survey during January, 2012 to understand the issues relating to water and sanitation in the 172 villages of 58 Gram Panchayats of the Ambagarh Chowki (block) of the district. The survey revealed that 80% population in 45 villages do not get adequate drinking water in the village itself. People either fetch drinking water from distant villages or wait for hours long to fetch water from the partially functional tube well (hand pump) of the village. In a small village called Shantinagar, there was only one tube well for about 20 families and this village also catered to a weekly market in the area. This tube well was out of order for the last 5 months. These 20 families of Shantinagar used to fetch drinking water from the nearby village Haditola, which was located at a distance of around one kilometre. As a result their daily routine used to be disturbed. The daily wage labourers had to take half a day off for fetching water from the other village. This was adversely impacting on their income. It was also impacting on their relation with families of Haditola, who were paying an opportunity cost to wait (because of increased pressure on the tube well) for water near the tube well. LSS decided to work with the community for overcoming the problem.

## **Intervention**

LSS staff had a series of meetings with men and women of the village to understand what initiatives from their side or Gram Panchayat or weekly market (haat) management was taken to repair the tube well. It was learnt that the village people had once lodged the complaint with the Sarpanch and despite Sarpanch's repeated efforts to get the PHED mechanic for having the tube well repaired, it did not yield any result. Besides the tube well being dysfunctional, the soak pit and drain system surrounding the tube well was also absent. The LSS staff organised meeting with *Mitanin* committee (ASHA worker and the village health committee), especially focusing the issue of dysfunctional tube well and sanitation. It was learnt that the committee was not aware of its responsibilities. Even the members were not serious in attending the meeting. In the first meeting there were only four members and in third meeting the strength went up to 14, which encouraged the LSS staff as well as the *Mitanin* members. The issue of defunct tube well brought the committee member together to initiate some action.

Sukhdev Yadav, a member of the committee expressed his frustration on how they requested the Sarpanch for getting the tube well repaired, which did not yield any result and ultimately they had given up. The LSS staff motivated the community at Shantinagar as well as Haditola to organise a public hearing – an interface between the elected PRI members and the community to ponder over various issues being faced by different villages. The first hearing was organised in Haditola village, where people from Shantinagar also participated and raised their issues. The villagers participated in this public hearing and raised issues they were grappling with. A memorandum to this effect was prepared for the President of Block level Sarpanch Association.

So far no written complaint/memorandum was given to Sarpanch about the defunct tube well. Consequent upon the public hearing a memorandum was prepared, signed by all the households, and submitted collectively to the

Sarpanch. The memorandum was drafted by the LSS staff. The Sarpanch became bit serious to receive a written complaint and assured to do the needful. Having seen no effect of the memorandum to the Sarpanch after a week, people decided to write another memorandum to the officer in charge of Public Health Engineering (PHE) department and submit by hand collectively. The PHE office was 25 km away and people collected contribution from every household to hire a vehicle so that they could go together and submit the memorandum. They met the SDO of PHE department at Ambagarh Chowki, submitted the memorandum and asked for an early solution, else they would approach the District Collector. The SDO assured them to take care of the issue at the earliest. The very next day a mechanic was deputed to assess the damage in the tube well and within two days the tube well was repaired with required spare parts. Going in a group to meet the SDO worked as an immediate pressure on him to act. The tube well was restored to its normal condition and people started getting drinking water. The news spread to other villages where Shantinagar, a small village, became a role model.

## **Outcome**

The initiative taken up by the residents of Shantinagar had some very specific outcome for them. Some of them are:

*The waiting for water is over now:* More than the drinking water the initiative has brought many more sustainable benefits to the community. The collective efforts have increased their strength and have made them confident to take up any development issue in future. They have come to realise that unity is strength. Their drudgery of going to other village and waiting there for hours to fetch drinking water has been overcome.

*People now are confident and want to get other government programmes for them:* This particular experience for Shantinagar community is first of its kind and has generated aspiration amongst them about various flagship programmes of the government. As a result of this particular initiative, the officials and elected PRI members have become more alert about the collective action of the community. They have now learned the art of doing advocacy and putting pressure on the system to respond.

*The baton has started inspiring many other villages:* This particular action has inspired the community in nearby villages also. One incidence has already occurred in Dogargaon village, where people collectively submitted written demand at the Gram Panchayat, Janpad Panchayat and PHE department and got one new tube well installed and also got two defunct tube wells repaired. It is expected, this is going to be emulated in other villages too.

## **Learning**

This had been a small intervention with its ramifications in wider space. Some learning from this intervention is:

*Believe in the fact and then work towards making the community capable:* This intervention depicts that the community is often capable of doing advocacy and putting pressure on the administration and local self governance if they understand properly what their entitlement is and how to articulate them at appropriate forum. Here, in this case the verbal complaints did not yield any result. Even written complaint to Sarpanch did not evoke a positive response. However, when the matter was taken up at higher level, it evoked immediate response.

*One should knock other doors if some doors do not open:* People have come to understand that if some work is not being done at certain level, then it should be taken up at higher (appellate) level. Needless to mention, when the community gets organised they may require some handholding support at initial stage, but once they achieve something their confidence level goes up and they take up other issues *suo moto*.

*Giving them is not the answer always, stand with them may work better:* This also gives a learning that people in crisis realise the problem better and that is the best opportunity to mobilise and organise them. Once they are organised, they tend to become self reliant, then the job of the NGO becomes easier and a withdrawal strategy can be drawn accordingly.

## Conclusion

Small intervention can make for a big impact. This particular case of restoring one tube well in the village Shantinagar has made wider impact on the issues relating to people's entitlements and the power of collective action and advocacy. Needless to mention the catalytic role played by NGO LSS has been the most critical to the entire initiative.

## Annex: Photos

Attach good selected photographs of your activity with a caption mentioning person name / village name. Try to give photographs in context of your project objectives / theme

## Project Progress to date

Activities Carried out	Progress towards objectives	Indicators used for measuring progress
<b>Project Objective 1: Capacity building of the PRI, government staff and community in 9 blocks of Rajnandgaon district to secure and access poor people's rights on WASH</b>		
Atmosphere Creation	Done the awareness creation in 20 project villages in which 2086 people from the village communities, teachers, PRI representatives, etc. participated. During this program arranged the rally of the children also in the respective villages. Organized the song, slogans, small debates etc on WASH related topics to develop their understanding on WASH program	Atmosphere creation is being done in the six blocks of the project area in the proposed 20 nirmal panchayats. Benefiting 2086 people.
Slogan/Wall Writing	Slogan/Wall Writing is being done at 200 different places benefiting 26839 people of the area.	Slogan/Wall Writing is being done at 200 different places
Training of Mitanins/BRPs	They were furnished the information to bring the changes to the traditional behaviours of the villagers, to maintain the cleanliness of the respective villages, inspiring the villagers not to defecate in the open, etc. Done training of the Mitanins in three blocks of the project area in which 243 women, mitanins, BRPs participated.	Provided training to 243 mitanins from 6 blocks of the district.
Campaign to influence the service providers	Done the campaign to influence the local service providers and government employees to develop their understanding and implement the WASH program in the area adequately. 118 people participated in this program.	Created awareness among the 118 local service providers and government employees.
Training of PRI Representatives	Built their capacity by furnishing the information related to the WASH problems and the process to making their respective panchayats a Nirmal	Organized the training of PRI representatives in 4 blocks in which 291 representatives participated.

Activities Carried out	Progress towards objectives	Indicators used for measuring progress
	Panchayat. Developed the understanding of 291 PRI representatives on WASH	
Team Review Meeting	In all 21 project staff are employed under the project to implement the project activities properly. The review meeting of these staffs are being organized per month to discuss/review on the activities done during the month and also to decide on the future plan of action based on the proposed activities in the proposal. During this period, organized 12 meetings of the project on the basis of the needs of the project activities.	The minutes of the meetings written in the meeting registers and the program staff's clarity on the respective program activities provides the indicators for the program.
Staff Insurance	Last year the staffs were given insurance on the "New Janraksha Plan with Profits (With Accident Benefit)" policy by LIC. The same has been carried forward this year and the project staff's policies were renewed with the said policy. Some newly joined staff's also were insured with the "Jeevan Saral" policy of LIC.	
<b>Project Objective 2: To scale up the sanitation program in 9 blocks of Rajnandgaon district and facilitate community for influencing government for proper implementation of the Total Sanitation Program</b>		
Repairs of hand pumps	Done repairs of 143 hand pumps through the PHE resulting in accessing pure water to 9962 people. The leveraged amount was Rs 5,10,871.00 while the people contributed Rs 50,840.00 through the way of donation of labour.	Repairs of 143 hand pumps benefiting 9962 people.
Installation of new hand pumps	Installation of 56 new hand pumps resulted in some relief from the drinking water scarcity and saving of women's time; benefited 4481 people in accessing pure drinking water. The leveraged amount was Rs 30,40,000.00 while the people contributed Rs 8,570.00 through the way of donation of labour.	Installation of 56 new hand pumps benefiting 4481 people.
Nal Jal Scheme (Repairing & Construction)	Applied to the PHE, Janpad and panchayats through the project staff and community and got repairs and construction of 23 Nal Jal; thus benefiting 12,632 people to avail pure and safe drinking water. The leveraged amount was Rs 43,40,162.00 while the people contributed Rs 49,218.00 through the way of donation of labour.	Repairs and construction of 23 Nal Jal benefiting 12632 people.
Construction of household latrines in families	5607 household latrines were constructed and being utilised benefiting 29966 people to bring changes in their behavioural practices. The leveraged amount was Rs 1,44,46,848.00 while the people contributed Rs 22,16,837.00 through the way of donation of labour.	Construction of 5607 household latrines benefiting 29966 people.
Construction of School	Construction of school sanitary blocks in 116 schools	Construction of school sanitary blocks in

**Lokshakti Samajasevi Sasntha – Annual Report 2012-13**

Activities Carried out	Progress towards objectives	Indicators used for measuring progress
Sanitary Blocks	is benefiting 4078 school children and teachers to avail the sanitation and hygiene facilities. This has brought the changes in their sanitation and hygienic behavioural practices. The leveraged amount was Rs 46,22,000.00.	116 schools is benefiting 4078 school children and teachers
Latrine/bathroom construction in aanganwadi centres	289 children and teachers from 12 AWCs are availing the sanitation and hygiene facilities to bring about the changes in their old traditional behavioural practices. The leveraged amount was Rs 7,18,000.00.	289 children and teachers are availing the sanitation and hygiene facilities
<b>Other Programs</b>		
Village Cleanliness Campaign	Implemented the village cleanliness campaign in two panchayats of the project area in which 2551 people participated. They took an oath to implement the village cleanliness program once in a month regularly to keep their respective villages clean.	Participation of 2551 people of the project area to keep their villages clean.
Construction of Compost Pit	Two compost pit in two panchayats of the project area were being constructed. The panchayat received Rs. 2,25,000.00 from the government for this. This compost pit is benefiting 3155 people.	Construction of compost pit is benefiting 3155 people.
Construction of Kitchen Shed	Kitchen shed is being constructed in the educational centre which is benefiting 80 children and teachers. The panchayats received Rs. 39,000.00 from the government.	Construction of kitchen shed is benefiting 80 children and teachers
Construction of Stop Dam for Water Conservation	5 Stop dam had been constructed in order to conserve and increase the water level. The leveraged amount include Rs. 24,24,000.00; while the people's contribution was Rs. 2,041.00. 806 people got the employment under it.	Construction of 4 stop dam benefited 806 people to avail the employment opportunity.
Ponds construction & deepening	Done construction and deepening of ponds under MNREGA in the 13 panchayats from 6 blocks of the project area in order to avail the nistari facilities; the leveraged amount from the government include Rs. 1,88,09,000.00 benefiting 3,558 people. The people's contribution was of Rs. 19,070.00	Construction and deepening of 13 ponds is benefiting 3558 people.

**“Water, Sanitation and Hygiene in Chhattisgarh, India” Project**

**By, Charity Water, Water Aid India.**

Project No. : 642W14  
Project Period : 1<sup>st</sup> April 2012 to 31<sup>st</sup> March 2013  
Project Title : Water, Sanitation & Hygiene in Chhattisgarh, India  
Start Date : 1<sup>st</sup> December 2011  
Reporting Period : 1<sup>st</sup> April 2013 to 31<sup>st</sup> October 2013

### 1. The context

Lokshakti Samajasevi Sanstha is implementing the “**Water, Sanitation and Hygiene in Chhattisgarh, India**” Project as we observed that Because of the forest cutting and low rainfall in past few years in the block of Mohla, the water level of the area has decreased which results in the scarcity of availability of adequate drinking and domestic water mainly during the summer season. This also gives rise to the difficulty to the Human beings and other animals.

LSS has started its functioning the five blocks namely – Kandadi, Kaneri, Bhojtola, Sangli and Kunjamtola of Mohla Block, Rajnandgaon District, Chhattisgarh State. There are in all 19 villages under these panchayats comprising of 1176 households, 1274 families including 991 ST, 47 SC and 236 OBC families. The total population of these 19 villages is 6621. During this year, we were able to access the safe and adequate drinking water to 2195 people through the repairs of 13 Hand pumps and Rehabilitation of 14 Hand Pump Platforms. Under the sanitation program 19 household latrines were being constructed; thus, 171 people are free from open defecation. The leveraged amount under Water and Sanitation is Rs. 12,88,600.00 (Twelve Lacs Eighty Eight Thousand and Six Hundred only), whereas the leveraged amount for other programs got as a result of the effect of the WASH program is Rs. 29,000.00 (Twenty-nine thousand only). The proofs of these levered amounts are with us. In this way, we can say that we are progressing towards our planned plans and strategies

### 2. Project Progress to date

Activities Carried out	Progress towards objectives	Indicators used for measuring progress
<b>Project Objective 1:</b>		
Repairs of handpumps	Done repairs of 13 hand pumps through the organization (LSS) and PHE resulting in accessing	Repairs of 13 hand pumps benefiting 832 people.

**Lokshakti Samajasevi Sasntha – Annual Report 2012-13**

Activities Carried out	Progress towards objectives	Indicators used for measuring progress
	pure water to 832 people. The leveraged amount was Rs 33,625.00 while the people contributed Rs 3,276.00 through the way of donation of labour.	
Rehabilitation of hand pump platforms	Rehabilitation of 14 hand pumps is being done through the organization with due support from Charity Water in which the people's contribution is Rs. 3,200.00.	Rehabilitation of 14 hand pumps platforms is benefiting 1363 people.
Installation of New Hand-pumps	During the reporting period installation of 2 new hand pumps is benefitting 62 people to avail the benefit of safe and adequate drinking water. The leveraged amount was INR 1,20,000.00	Installation of 2 new hand pumps is benefitting 62 people
Pipe Water Supply Scheme	Repairs of the pipe water supply in the village Sangli are helping 81 people of the village to avail the benefit of safe drinking water. The leveraged amount under the program amounted to Rs. 60,000.00. Also, installation of pipe water supply in Rajadera is benefitting 170 people	251 people are being benefited from the repairs of Nal Jal Schemew
Construction/Deepening of Ponds	Done the deepening of pond in the village & panchayat Bhojtola to reduce the scarcity of nistari water with due support from the local service provide5rs and the community. The leveraged amount was Rs. 7,80,000.00.	Deepening of the pond is benefitting 301 people of the respective village.
Household Latrines	19 household latrines were constructed and being utilised benefitting 171 people to bring changes in their behavioural practices. The leveraged amount was Rs 28,600.00..	Construction of 19 household latrines is benefitting 171 people to bring the changes in their behavioural practices.
Household Latrine for DAP	The organization constructed the household latrine for the DAP boy in the Village & Panchayat Kaneri of the project area. However the family members comprising of 6 people are utilising this toilet and bringing the changes in their behavioural practices. The people contributed Rs. 315.00 for this program through the way of donation of labour	Construction of household toilet for Dap is benefitting 6 people.
Village Cleanliness Campaign	The project staff inspired the community of the project area for keeping their respective villages clean. As a result to this the community implemented the village cleanliness in their respective two villages. Overall 758 people contributed in this program. Further, they took an oath to maintain the cleanliness of their respective villages regularly.	758 people of the respective villages done the village cleanliness campaign to keep their villages clean.
Wall Murals	19 wall murals are being picturised in the 4 project villages. The pictures display the methods of hand washing, hand pump repairs and management, individual and community cleanliness, clean village, etc.	These displayed pictures have gradually helped in bringing out the changes in the behavioural practices of the community.

Activities Carried out	Progress towards objectives	Indicators used for measuring progress
IEC Material	To bring the awareness on WASH among the communities, the organization printed out the IEC materials and disseminated the message of WASH through these materials. Some of the topics of the materials include "Who is responsible", "The firm Truth", "Always keep your hand clean", "When to wash our hands", "Seven Messages of Hygiene", etc.	These IEC materials are helping to gradually bring the changes on the behavioral changes among the community.
Disseminating the hygiene messages in the educational centres	Disseminated the 8 points hygiene messages in the 20 schools and 18 aanganwadi centres during the respective visits. Also developed the understanding by furnishing the information on the WASH program under the NBA.	Disseminated the hygiene messages to 1798 people.
Meeting with the village community and inspiring for the NGP	Organized meeting with the communities of the 19 project villages. They were being informed about the project activities and WASH to be implemented in their respective villages so as to bring the behavioural changes in their old traditional practices, also, capacitated them through furnishing the information on the government facilities on WASH	1216 women, men and PRI representatives got oriented on the project and WASH
Participating in the meetings of the VWSC & CBOs and inspiring for the NGP	Participated in the 11 meetings of the VWSC and CBOs and disseminated the information on the WASH and NGP programs. Inspired the 614 members to demand for the NGP.	This might help the respective villages to be free from the open defecation and keep safe from at least 80% diseases.
Participating in the secretariat meeting of the gram panchayats	The project staff participated in the secretariat meeting of the gram panchayats; furnished the information on the available government facilities on WASH and inspired the 397 members to actively implement the NGP program in the respective panchayats.	The project staff's participation in such meetings may speed up the activities of making the respective villages the NGP.
Furnishing the information to construct and utilise the toilets through the home contacts.	The project made the home contacts with the community and inspired 793 people of the project area to construct and utilise the household latrines. They were being informed that the panchayats provide the amount for constructing the toilets. They are also required to invest some amount in this.	793 people from 19 project villages were inspired to construct and utilise the toilets.
Advocacy/dialogues from block to district level for problem eradication.	Submitted 168 applications from the 840 people of the projected 19 villages. Out of these 168 applications, 58 applications refused and 110 applications are in progress. Out of these, 72 applications were on Water, 44 applications were on sanitation and 52 applications were on Hygiene and other problems.	The applications applied are on file and they may be utilised for future follow-up, if needed.
Formation and meeting of the Water Committee	Formed and organized the meeting of 6 community water committee in 6 villages. The committee is	The formation of water committees in these 6 villages would definitely speed-up

Activities Carried out	Progress towards objectives	Indicators used for measuring progress
	formed in order to make accessible the WASH program to the project's communities. 228 women and men were present in these meetings.	the projects activities and help in accessing the safe drinking water to the communities.
Awareness program on Water Security	Done the awareness on water security in 4 villages in which the community were informed on the procedures to maintain the water security measures so that they may access the safe drinking water regularly. Also, furnished some security measures on water quality. 280 people participated in this.	
Meeting of the village level service providers.	Organized the meeting fo the village level service providers in which 47 people participated. Furnished the information on the water and sanitation and the measures to get protected from the unhygienic behaviours.	
Community meeting/ gramsabha	Organized 6 communities's meeting in 6 villages in which 385 people from community and PRI representatives participated. The present participants were being furnished the information on the procedures to raise the issues in the gramsabhas and implementing the WASH program activiely in the villages.	
Information on the PPP Centre	Furnished the information to the 217 women and men of 4 villages on the PPP centre. They were informed that the PPP centres members are disseminating the messages of WASH to the peopleand inspiring them to apply the WASH programs.	The functioning of the members of the PPP Centre are graudaly speeding-up the WASH program in the area.
Capacity Building of VWSC and CBO on Water Quality and WASH	Capacity building activity done among the 3 village's VWSCs and CBOs on water security, quality and WASH. They were furnished the information on the water, sanitation and hygiene.	150 women, men and PRI representatives from 7 project villages participated in it and got benefited.
Jansunvai Program (Public Hearing)	Organized the jansunvai (public hearing) program in 2 villages in which 184 people participated. During this program the applications on the WASH problems were being submitted to the panchayats and local MLAs, jandpad members, etc. The decisions on these applications are still to come.	
Training on Hand pump Mechanic	47 people from 19 villages of the project area are being given the training on hand pumps mechanic. The participants were furnished the information on the hand pump's repairs, the respective parts. These participants are now actively functioning in the villages which is helping the community to easily access the safe and pure drinking water regularly	After getting the training the people are now involved in repairing the respective hand pumps and thus are easily accessing the safe drinking water regularly.

Activities Carried out	Progress towards objectives	Indicators used for measuring progress
Team Review Meeting	In all 8 project staff are employed under the project to implement the project activities properly. The review meeting of these staffs are being organized per month to discuss/review on the activities done during the month and also to decide on the future plan of action based on the proposed activities in the proposal. During this period, organized 12 meetings of the project on the basis of the needs of the project activities.	The minutes of the meetings written in the meeting registers and the program staff's clarity on the respective program activities provides the indicators for the program.
Partner's Capacity Building	Organized the 3 day project orientation training of the project staff in the training centre Mohla. The training was being provided by the Chief Functionary of the organization. He briefed the project's objectives, activities to be carried out in the project, the time lines for the projected activities, etc.	The oriented project staff are now capable to actively function on the project activities.
Water Budgeting Plan program	The organization's chief functionary furnished the information on the water conservation and protection. He also informed that there is a scarcity of water in our project areas and so many quantity of water are being spent out. He informed that there is a need for water budgeting in our project area. The need is to prepare the budget on water and raise the issue in the Gramsabha.	The developed understanding on the need of water budgeting may bring the changes in the project area on water scarcity.
Developing detailed project reports for leveraging from government for hardware.	Identified the problems on the water, sanitation and hygiene in the project villages and organized the meeting with the village community and PRI representatives; decided to submit the application the respective problems to the government. Finally 65 women and men submitted 48 applications on various problems related to WASH to the concerned departments. The chief demands of the community were to release very soon the funds for the NGP. The other demands include the demand for the implementation of the Nal Jal program, C C Road construction, construction of drainage canals, etc.	The applications being submitted to the departments and the correspondence being done by the respective departments
Conduct RTI and file RTI	The organization's Chief Functionary and the Legal Consultant, Mr. Suman Baksh provided the training on the Right to Information to the project staff. The trainer Mr. Suman Baksh furnished the minutes of the information on the procedures to avail the information under the Right to Information Act.	The trained staff are now utilising this law and implementing in the respective fields for the benefit of the targeted communities.

**Challenges and how these were overcome**

<b>Challenges</b>	<b>How these were overcome</b>
Negligence of government employees towards the WASH program	Organized the interface camps to create the mutual dialogues and made efforts for the active participation on WASH programs
Less/negligible understanding of the PRI representatives and local communities on WASH	Organized the various programs, trainings/orientations, exposure visits, meetings, etc.
The community lack the understanding on the utilization of toilets and also lack their interest on its construction	Creating awareness the communities towards the about 80 % of the diseases are being caused from the human excreta and that too because of the open defecation habit of the community.
Police's pressure because the project being the sensitive area (Green Hunt Area)	The project area being the naxal affected, there remains the police pressure. To overcome this, the staff made maximum of the village contacts during the day time and accomplished the project activities.
Poverty	Efforts for the availability of Income Generating Activities through linking with the government facilities
Corruption	Done the pressure building through the community to stop the corruption mostly being done by the higher officials
Decrease in the water level	Furnished information to conserve the rain water or keep maintained the water level
Bringing changes to the behavioural practices	Furnished the information on the benefits of the WASH program and made efforts to bring changes to their behavioural practices

**3. Modifications**

There had been the changes in the action plan as per due directions and suggestions from the Water Aid. The activities that were changed are as under:

- Repairs of Open Well
- School Sanitation Block Construction and Repairs
- Construction of Household Latrines
- Toilets for the Differently Abled Persons
- Training and Awareness program i.e. the community empowerment

**4. Activities and leveraging**

Type of works	Units		Amount Mobilized from other agencies	Users Contribution	WAI Contribution	Number of people Reached	Source of resource / Dept of mobilization
	Through LSS	Through Govt.					
<b>Water</b>							
Repairs of hand pumps		13	33,625.00	3276.00	0.00	832	PHE

**Lokshakti Samajasevi Sasntha – Annual Report 2012-13**

Type of works	Units		Amount Mobilized from other agencies	Users Contribution	WAI Contribution	Number of people Reached	Source of resource / Dept of mobilization
	Through LSS	Through Govt.					
Hand pump platform rehabilitation	14		0.00	3200.00	35,000.00	1,363	CW
Installation of new hand pumps		2	1,20,000.00	0.00	0.00	62	PHE
Pipe Water Supply	1	1	60,000.00		1,59,091.00	251	PHE & CW
<b>Total</b>	<b>15</b>	<b>16</b>	<b>2,13,625.00</b>	<b>6,476.000</b>	<b>1,94,091.00</b>	<b>2,508</b>	
<b>Nistari Water</b>							
Ponds Deepening		01	780000.00	0.00	0.00	301	J. P.
<b>Total</b>		<b>01</b>	<b>7,80,000.00</b>	<b>0.00</b>	<b>0.00</b>	<b>301</b>	
<b>Water Total</b>		<b>17</b>	<b>9,93,625.00</b>	<b>6,476.00</b>	<b>1,94,091.00</b>	<b>2,809</b>	
<b>Sanitation</b>							
Household Latrines		19	28,600.00	5,700.00	20,000.00	171	PHE/CW
School Sanitation Blocks		6	3,00,000.00	0.00	0.00	35	PHE
Household Latrines (DAP)		1	0.00	315.00	10,000.00	1	
<b>Total</b>		<b>26</b>	<b>3,28,600.00</b>	<b>6,015.00</b>	<b>30,000.00</b>	<b>207</b>	
<b>Hygiene</b>							
Village Cleanliness		4	29,000.00	6,285.00	0.00	758	Gram Panchayat
Wall Murals	19				27,015.00	2,239	
IEC Material	3				15,000.00	4,450	
Visit to School /AWC		20 school 18 AWC				1,798	
<b>Total</b>	<b>22</b>		<b>29,000.00</b>	<b>6,215.00</b>	<b>42,015.00</b>	<b>9,245</b>	
<b>Grand Total</b>	<b>37</b>	<b>85</b>	<b>13,51,225.00</b>	<b>18,706.00</b>	<b>2,66,106.00</b>	<b>12,261</b>	

**Non-financial Resources Mobilized:**

SN	Activities	Units	Beneficiaries
01	Formation/Meeting of Water Committee	07	269
02	Awareness on WASH	6	352
03	Meeting of Village Level Service Providers	01	47

<b>SN</b>	<b>Activities</b>	<b>Units</b>	<b>Beneficiaries</b>
04	Community Meeting/Gramsabha	11	677
05	Information Meeting PPP Centre	04	217
06	Capacity Building of VWSC/CBOs	05	236
07	Partner's Meeting	01	22
08	Water Budgeting Plan	02	180
09	Jansunvai (Public Hearing) Program	02	184
10	Hygiene Message in Schools/Aanganwadi Centres	20 schools/18 AWCs	1798 Children
11	Hygiene Promotion Program	12	228
12	Develop Detailed Project Reports (DPRs) for leveraging from government for hardware	01	66
13	Hand pump Mechanic Training	01	47
14	Conduct RTI training and file RTI	01	83
15	Exposure Visit for PPP	01	06
16	Wall Mural	19	
17	Team Meeting	07	06
18	Participating in Water Aid Meeting	05	12
19	Meeting with the village women and SHGs	19	2458
20	Hand Washing Day	05	537
21	Mini Stop Dam	01	170
22	Pipe Water Supply Program	02	251

## **5. Number of people reached**

During this year, we were able to access the safe and adequate drinking water to 2195 people through the repairs of 13 Hand pumps and Rehabilitation of 14 Hand Pump Platforms. Under the sanitation program 19 household latrines were being constructed; thus, 171 people are free from open defecation. The leveraged amount under Water and Sanitation is Rs. 12,88,600.00 (Twelve Lacs Eighty Eight Thousand and Six Hundred only), whereas the leveraged amount for other programs got as a result of the effect of the WASH program is Rs. 29,000.00 (Twenty-nine thousand only).

The strategies and approaches adopted by the project are as under:

- Making the home contacts
- Visit in the school and aanganwadi centres
- Meeting in the secretariat of the gram panchayats
- Meeting with the communities
- Participating in the gramsabha meeting of the gram panchayats and motivating the people for eradicating their problems and information dissemination on the government programs
- Institutional capacity Building
- Atmosphere Creation
- Visit in the Nirmal Panchayats
- Furnishing information on the process of making the Nirmal Panchayats and review of the programs in the villages selected for nirmal panchayats
- Visit in the panchayats along with the NBA (TSC) teams
- Awareness creation through the Nukkad Nataks, songs, and other programs
- Meeting with the VWSCs, SHGs and other CBOs.
- Participation in the government programs
- Participation in the religion based social meetings
- Participation in the local festivals

## **6. Community Institutions and systems strengthened/promoted**

- Capacity Building of VWSC and CBO on water security, water quality and WASH
- Formation of community water committee
- Meeting and training of village level service providers
- Hand pump mechanic training
- Awareness creation program among community on water quality, security and WASH.
- Jan Sunvai Program

## **7. Engagement with Local Government and Other Institutions**

The organisation has maintained coordination with the local government and other institutions to maintaining the smooth functioning of the WASH program's activities. The details are given as under:-

**Meeting with the Village Community:** Organized the meeting with the village community and oriented 778 women and 1260 men on WASH gram panchayat. Through this empowered them and made efforts to bring the changes to their behavioural practices.

**Participation in the Secretariat of panchayats and gramsabha meetings:** The LSS staff participated in the 11 meetings of the secretariat of panchayats and gramsabha and motivated the WASH program. They inspired the village community (76 women and 110 men) and panchayat representatives for the implementation of the WASH program in the project area.

**Meeting with the Mitanin and SHGs:** The LSS staff organised the meetings with the mitanins and the SHGs of the project villages and furnished them the information on the WASH program and inspired them to play their appropriate role in the implementation of the WASH programs. Also, oriented them to decrease the diseases through bringing about the changes in the behavioural practices of the community.

## **8. Human Resources**

Staff on role, turn over, challenges. Areas identified/addressed on staff development

## **9. Support Needed**

Support required from Water Aid

- Technical training on water conservation and protection
- Exposure
- Training on Water Budgeting

## **10. Lessons Learned and Conclusion**

### **Lessons Learnt**

- Technical information on bringing out the changes to the behavioural practices of the people.
- Learnt to develop and maintain the coordination and gaining the confidence of the government officials through the program's activities
- Technical information on orienting the WASH program in the project area
- Technical information on making the nirmal panchayat

### **Conclusion:**

During this half-year, we were able to access the safe and adequate drinking water to 2195 people through the repairs of 17 Hand pumps and Rehabilitation of 14 Hand Pump Platforms. Under the sanitation program 7 household latrines were being constructed; thus, 40 people are free from open defecation. The leveraged amount under Water and Sanitation is Rs. 8,13,625.00 (Three Lacs Thirteen Thousand and Six Hundred Twenty Five only), whereas the leveraged amount for other programs got as a result of the effect of the WASH program is Rs. 20,000.00 (Twenty thousand only)..

## **11. Case Studies**

### **Changes in the Behavioral Practices**

#### **Introduction**

Sanitation can be defined as hygienic measures taken to maintain public health, which includes safe disposal of human wastes, waste water and solid wastes, control of vectors of diseases, domestic, personal and food hygiene.

Poor sanitation impacts the well – being of people in several ways:

Key causes of diarrhoeal diseases, which in developing countries, take a heavy toll of lives, especially children's lives.

- Most of the diseases that result in diarrhoea are spread by pathogens found in human excreta. These pathogens can enter the mouth through a number of routes
- Human dignity can be heavily influenced by poor sanitation, like privacy, safety, and aesthetic matters.
- Improperly disposed human waste is a major polluter of rivers and aquifers. This depletes waters of oxygen that is needed to sustain aquatic life. Investment in sanitation can dramatically improve the quality of water bodies.
- Economical losses are caused by poor sanitation, as health care claims increase due to the caused diseases, and tourism suffers in some regions.

#### **The Status before the Intervention:**

The village Kunjamtola is situated at a distance of 80 km from the district headquarter in the block Mohla of Rajnandgaon District. In all, 456 families inhabit in this village; out of which about 80 % are the tribes. They led their livelihoods on the basis of their old traditional cultures and customs. The village lacks the accessing of government facilities; due to which the villages are deprived of these facilities. Their economic status also isn't much sound. Their defecating in the open is from their primitive stage, which is now also in progress. Due to the human excreta and other pollutants, they always suffer from many of the infectious diseases. Being the lack of access to the Doctors, they go to the Baigas and General Medical practitioners for their treatment. Many a times they are bound to face the problem of sudden death. They don't have the practices sanitation and hygienic behaviours in their livelihood routines.

#### **The Present Status:**

The sanitation Block is being constructed in all the

#### **Intervention**

LSS staff had a series of meetings with men and women of the village to understand what initiatives from their side or Gram Panchayat or weekly market (haat) management was taken to repair the tube well. It was learnt that the village people had once lodged the complaint with the Sarpanch and despite Sarpanch's repeated efforts to get the PHED mechanic for having the tube well repaired, it did not yield any result. Besides the tube well being dysfunctional, the soak pit and drain system surrounding the tube well was also absent. The LSS staff organised meeting with *Mitanin* committee (ASHA worker and the village health committee), especially focusing the issue of dysfunctional tube well and sanitation. It was learnt that the committee was not aware of its responsibilities. Even the members were not serious in attending the meeting. In the first meeting there were only four members and in third meeting the strength

went up to 14, which encouraged the LSS staff as well as the *Mitanin* members. The issue of defunct tube well brought the committee member together to initiate some action.

Sukhdev Yadav, a member of the committee expressed his frustration on how they requested the Sarpanch for getting the tube well repaired, which did not yield any result and ultimately they had given up. The LSS staff motivated the community at Shantinagar as well as Haditola to organise a public hearing – an interface between the elected PRI members and the community to ponder over various issues being faced by different villages. The first hearing was organised in Haditola village, where people from Shantinagar also participated and raised their issues. The villagers participated in this public hearing and raised issues they were grappling with. A memorandum to this effect was prepared for the President of Block level Sarpanch Association.

So far no written complaint/memorandum was given to Sarpanch about the defunct tube well. Consequent upon the public hearing a memorandum was prepared, signed by all the households, and submitted collectively to the Sarpanch. The memorandum was drafted by the LSS staff. The Sarpanch became bit serious to receive a written complaint and assured to do the needful. Having seen no effect of the memorandum to the Sarpanch after a week, people decided to write another memorandum to the officer in charge of Public Health Engineering (PHE) department and submit by hand collectively. The PHE office was 25 km away and people collected contribution from every household to hire a vehicle so that they could go together and submit the memorandum. They met the SDO of PHE department at Ambagarh Chowki, submitted the memorandum and asked for an early solution, else they would approach the District Collector. The SDO assured them to take care of the issue at the earliest. The very next day a mechanic was deputed to assess the damage in the tube well and within two days the tube well was repaired with required spare parts. Going in a group to meet the SDO worked as an immediate pressure on him to act. The tube well was restored to its normal condition and people started getting drinking water. The news spread to other villages where Shantinagar, a small village, became a role model.

## **Outcome**

The initiative taken up by the residents of Shantinagar had some very specific outcome for them. Some of them are:

*The waiting for water is over now:* More than the drinking water the initiative has brought many more sustainable benefits to the community. The collective efforts have increased their strength and have made them confident to take up any development issue in future. They have come to realise that unity is strength. Their drudgery of going to other village and waiting there for hours to fetch drinking water has been overcome.

*People now are confident and want to get other government programmes for them:* This particular experience for Shantinagar community is first of its kind and has generated aspiration amongst them about various flagship programmes of the government. As a result of this particular initiative, the officials and elected PRI members have become more alert about the collective action of the community. They have now learned the art of doing advocacy and putting pressure on the system to respond.

*The baton has started inspiring many other villages:* This particular action has inspired the community in nearby villages also. One incidence has already occurred in Dogargaon village, where people collectively submitted written demand at the Gram Panchayat, Janpad Panchayat and PHE department and got one new tube well installed and also got two defunct tube wells repaired. It is expected, this is going to be emulated in other villages too.

## **Learning**

This had been a small intervention with its ramifications in wider space. Some learning from this intervention is:

*Believe in the fact and then work towards making the community capable:* This intervention depicts that the community is often capable of doing advocacy and putting pressure on the administration and local self governance if they understand properly what their entitlement is and how to articulate them at appropriate forum. Here, in this case the verbal complaints did not yield any result. Even written complaint to Sarpanch did not evoke a positive response. However, when the matter was taken up at higher level, it evoked immediate response.

*One should knock other doors if some doors do not open:* People have come to understand that if some work is not being done at certain level, then it should be taken up at higher (appellate) level. Needless to mention, when the community gets organised they may require some handholding support at initial stage, but once they achieve something their confidence level goes up and they take up other issues *suo moto*.

*Giving them is not the answer always, stand with them may work better:* This also gives a learning that people in crisis realise the problem better and that is the best opportunity to mobilise and organise them. Once they are organised, they tend to become self reliant, then the job of the NGO becomes easier and a withdrawal strategy can be drawn accordingly.

### **Conclusion**

Small intervention can make for a big impact. This particular case of restoring one tube well in the village Shantinagar has made wider impact on the issues relating to people's entitlements and the power of collective action and advocacy. Needless to mention the catalytic role played by NGO LSS has been the most critical to the entire initiative.

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### **Annex: Photos**

Attach good selected photographs of your activity with a caption mentioning person name / village name. Try to give photographs in context of your project objectives / theme

**Activity report - Collaborative organization (Lokshakti Samajasevi Sanstha)**

“Childline” is a project of the Ministry of Women and Child Development Department, Government of India. The project is specially meant for the children in need of care and protection of the age groups from 0 to 18 years. Lokshakti Samajasevi Sanstha is successfully implementing the “CHILDLINE Durg” in Durg District since July 2011. Some of the achievements obtained in the year 2013-14 are enlisted here as under: -

**1. Call statistics**

Types of calls	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March
<b>I. Inter-ventions</b>												
Medical help	11	16	29	23	28	14	8	3	7	7	4	5
Shelter	3	10	2	4	2	6	6	3	6	3	4	2
Restoration	4	1	13	17	10	4	17	11	15	21	19	14
Repatriation	0	0	0	0	0	0	0	0	0	0	0	0
Rescue	0	0	0	0	0	0	0	0	0	0	0	0
Death-related	0	0	0	0	0	0	0	0	0	0	0	0
Child in Conflict with Law	0	0	0	0	0	2	0	0	0	0	0	0
Sponsorship	0	0	1	0	0	0	0	0	0	0	0	0
Referred by Another Child line	1	1	0	1	0	6	0	0	0	0	0	0
<b>II. Missing children</b>												
Child lost	1	0	1	5	12	5	3	13	7	5	0	1
Parents asking help	0	0	2	2	1	2	0	0	0	0	1	1
<b>III. Emotional support and Guidance</b>												
<b>Abuse Child</b>	8	6	2	5	3	8	7	3	6	7	2	7
<b>IV. Information</b>												
Info & referrals to services	2	11	53	48	20	16	21	28	18	22	26	19
Information about CHILDLINE & volunteers	5	4	8	11	11	11	14	12	12	12	2	6
<b>V. Unclassified</b>	11	16	0	0	15	26	13	33	37	24	27	9

**Lokshakti Samajasevi Sasntha – Annual Report 2012-13**

Types of calls	April	May	June	July	Aug.	Sept.	Oct.	Nov.	Dec.	Jan.	Feb.	March
<b>VI. Others</b>												
Did not Find (DNF)/did not respond	0	0	0	0	0	0	0	1	1	1	0	0
One-sided Communication	2	1	2	1	1	2	1	2	3	2	1	1
Crank/fun/ Abusive	0	0	0	0	0	0	0	1	1	0	0	2
Chat calls	3	1	0	1	0	1	0	0	0	2	1	0
Wrong	3	5	4	7	2	3	2	3	2	2	2	7
Silent	0	0	0	0	0	0	0	0	0	0	0	0
Blank	1	3	1	9	2	2	1	1	2	3	2	3
Follow up calls	9	10	0	0	6	8	9	26	16	12	4	12
Follow up call for cases from other child line	3	3	5	9	2	5	0	11	13	15	6	25
Phone-testing calls	47	0	106	110	152	129	103	137	121	129	151	172
Administrative	39	42	51	39	35	18	35	33	38	37	15	25
Personal	0	0	0	0	0	1	1	1	1	2	1	2
<b>Total</b>	<b>151</b>	<b>130</b>	<b>283</b>	<b>297</b>	<b>304</b>	<b>273</b>	<b>246</b>	<b>327</b>	<b>316</b>	<b>314</b>	<b>273</b>	<b>321</b>

**2. Number of Weekly Meetings held with team members: 49**

Issues discussed:

- a) Monthly Action Plan, Planning for O.H., Thana Visit Plan
- b) Information on the City Action Plan and accountability to each Team member based on planned targets
- c) Qualitative outreach rather than quantity wise outreach
- d) Orientation on various acts (JJ, POCSO, IPC, etc.)
- e) Case Interventions, Information about the cases
- f) Orientation SAA and reporting
- g) Reporting, GD, FIR and Case Study
- h) Discussion about case follow-up and how to help children
- i) Discussion on daily diary, submitting case interventions per week
- j) Discussion about the qualities of social workers
- k) Discussion about drug addiction, slum, orphan children by Ahluwaliaji
- l) Outreach plan, day and night
- m) Discussion about outreach area and cases
- n) Discussion about open house and aanganwadi centre
- o) FIR, GD, Open house and daily diary

- p) Meeting by CIC (CAP, BICP, DCPC)
- q) discussion about POCSO act and 100% intervention on abuse cases
- r) discussion about MPR and case intervention
- s) MPR and Reporting
- t) Discussion about Team Member's Problems
- u) Better orientation of open house
- v) Reporting increased cases and outreach

**3. Number of Awareness programmes conducted: 631**

Details:

- a) Awareness meeting with support of RPF at Railway station, Durg
- b) CHILDLINE Durg jointly organized awareness rally with Scout and Guide
- c) Awareness Program organized with Fire Safety Unit
- d) Orientation, sensitization, awareness to client, community people and stakeholders about 1098
- e) Toll free phone outreach service & brief them about the services being provided the CHILDLINE
- f) Sensitization awareness on Dental safety
- g) Awareness creation activity with NSS, SBI
- h) May Day celebration with district legal aid cell and labour department
- i) Training aanganwadi workers on CHILDLINE and Malnutrition
- j) Awareness training to JPU at Bemetara with support of DLAC and superintendent of Police.

**4. a) Grass roots level outreach with children and concerned adults :**

Target Group	No. contacted	Nature of outreach
PCO owners	1024	Small Groups, Individual and Groups
Railway station	1066	Story , Song 1 to 1, 1 to G
Bus stops	983	Individual & Small Group
Shelter children	949	Small group & Group
Cinema halls	637	Individual
Parks	547	Individual
Tourist places		NA
Religious places	921	Individual, Small group & Groups
Schools	754	Individual & Groups
Slums	1807	Individual, Small group & Groups
Others	250	

**b) Methods used for awareness:**

- Story
- Magic Show
- One to One intervention

- One to Group intervention
- Games, Songs, etc.

**5) Number of Open house programmes held: 13**

Issues and problems mentioned by the children during open house:

- Less availability of infrastructure facility
- Molestation by boy students to girls
- Addiction
- Bathroom facility (Bathroom is very small)
- Seating arrangement
- MDM quality
- Water problem
- Building (Infrastructure) problem
- Water & Sanitation Facility Problem
- Local Community Problem
- Approach Road
- Play ground
- Electric & bathroom is in dirty position

**6) Details, if any, of innovations in CHILDLINE:**

- a) Writing 1098 in all the school buses
- b) Sensitize more and more students with help of special teacher
- c) Suggestion box for children home

**7) A Few Case Studies:**

**प्रतीक देशलहरे**

**बच्चे की पृष्ठ भूमि** :- बालक प्रतीक देशलहरे उम्र लगभग 3 वर्ष पिता श्री द्वारिका देशलहरे जो कि पेन्टर का काम करते हैं। माता लक्ष्मि देशलहरे एक घरेलु महिला है। इनका एकलौता बेटा 'प्रतीक देशलहरे' शारीरिक रूप से कमजोर रहता है एवं इसके दिल में छेद है।

**कष्ट की घटना स्थिति/ हालात :-** बालक की तबीयत हमेशा खराब रहती है और वह शारीरिक रूप से काफी कमजोर है। बच्चे के परिजनों की पारिवारिक स्थिति काजोर होने के कारण उसकी देखभाल व मेडिकल जाँच समय पर नहीं हो पा रही थी, जिससे उसकी शारीरिक स्थिति दिन-ब-दिन बिगडते जा रही थी।

**चाइल्ड लाइन से संपर्क :-** आउटरीच के दौरान टीम मेंबर श्रीमति भारती बिसेन को वार्ड नं. 1, पंचशील नगर, दुर्ग के आंगनवाडी के कार्यकर्ता द्वारा बालक के संबन्ध में सूचना मिली। उन्होंने टीम मेंबर को बालक के बारे में संक्षिप्त विवरण देते हुए आग्रह किया कि बालक को यथोचित मदद पहुंचाने का कार्य करें। विस्तृत में विवरण प्राप्त करने पर ज्ञात हुआ कि बालक के दिल में छेद है और बालक के परिजनों की आर्थिक स्थिति अत्यधिक कमजोर होने के कारण वे बालक का समुचित इलाज करवाने में असमर्थ हैं। टीम मेंबर ने त्वरित कार्यवाही करते हुये बालक को जिला चिकित्सालय, दुर्ग में डॉ. प्रफुल्ल जैन के पास मेडिकल जाँच करवाया। परीक्षण उपरांत डॉक्टर ने इको टेस्ट कराने हेतु रिफर किया जिससे स्पष्ट हो जाये कि बालक की वास्तविक परिस्थिति क्या है। इको टेस्ट कराने पर स्पष्ट हो गया कि बालक के दिल में छेद है। तदुपरांत समुचित आवश्यक कागजातों को एकत्रित कर मुख्यमंत्री बाल हृदय योजना के अंतर्गत अपोलो अस्पताल में पुष्टि कराई गई। पुष्टि उपरांत बालक का आपरेशन अपोलो अस्पताल में कराया गया जो सफल रहा। वर्तमान में बालक सही-सलामत स्वस्थ है व परिवारजन खुश हैं।

**कार्य का परिणाम :-** वर्तमान में बालक का सफलतापूर्वक दिल का आपरेशन हो चुका है और वह अपने परिवारजनों के साथ सकुशल स्वस्थ है। अब उसकी शारीरिक स्थिति भी ठीक है।

## नितिन साहू

**बच्चे की पृष्ठभूमि:-** बालक नितिन साहू उम्र लगभग 8 वर्ष पिता श्री हिरिज साहू माता श्रीमति सुनीति बाई ग्राम खमतराई तहसील डौण्डीलोहारा जिला बालोद का है। पिता का खेती किसानी का काम है जबकि माता एक गृहिणी हैं।

**कष्ट की स्थिति/घटना/हालात :-** बालक प्रायः अपने घर से भागते रहता है। वह आने चाचा के घर जाने के लिये निकला किंतु बालक के पास पैसे न होने के कारण बस वालों ने बालक को पुलगाँव थाने में छोड़ दिया। बालक की मानसिक स्थिति ठीक नहीं थी।

**चाइल्डलाईन से संपर्क व मदद** :- दुर्ग चाइल्डलाईन को पुलगाँव थाने के द्वारा फोन द्वारा 8 वर्षीय गुमशुदा बालक के मिलने की जानकारी मिली। तुरंत टीम मेंबर द्वारा थाना पहुँचा गया, बालक के गुमशुदगी की जी.डी. (जी.डी. नम्बर 39) करवाई गई और बालक को अपने सुपुर्दगी में लिया गया। चूँकि बालक थोडा डरा व सहमा हुआ था, उसके साथ प्रेमपूर्वक काउंसिलिंग की गई। काउंसिलिंग से प्राप्त जानकारी के आधार पर बालक के बताये गये पते पर संपर्क किया गया तो ज्ञात हुआ बालक के द्वारा बताया गया पता गलत है। चूँकि रात भी हो चुकी थी, अतः बालक को भोजन कराकर सुला दिया गया।

अगले दिन सुबह फिर से बालक से उसके निवास के बारे में पूछताछ किया गया व प्राप्त जानकार के आधार पर पुनः थानों तथा कोतवाली में फोन करके उसके निवास का सही पता लगाया गया। फिर भी बालक का सही पता नहीं चल पा रहा था। तब बालक के बताये अनुसार उसके द्वारा बताये गये पते पर बालक के साथ खोजबीन करने चाइल्डलाईन टीम गई। काफी खोजबीन करने के बाद बालक का सही पता ज्ञात हुआ व उसके परिजनों से मुलाकात हुई। बालक को पूर्ण स्वस्थ हालत में गाँव के सरपंच व अन्य ग्रामीणों के समक्ष उसके माता-पिता को सौंपा गया। परिजनों को बालक पर ध्यान रचाने की समझसईश दी गई ताकि बालक दोबारा भगने का कृत्य न करे।

**हस्तक्षेप का परिणाम** :- बालक अपने घर में सुरक्षित व खुश है तथा निसमित स्कूल जाता है। समय-समय पर बालक का फालो-अप लिया जाता है।

## **कुमारी देविका**

**बच्चे की पृष्ठभूमि**:- बालिका कुमारी देविका उम्र 4 वर्ष पिता श्री भीष्म विश्वकर्मा माता श्रीमति लुकेश्वरी के साथ निवासरत है। परिवार में साथ में उसके दादा-दादी भी निवासरत हैं। माता-पिता रोजी मजदूरी का काम करते हैं।

**कष्ट की स्थिति/घटना/हालात** :- बच्ची देविका अपने दादा दादी के साथ रहती है,माता पिता दादी दादा के पास छोड़कर काम में जाते है। आरोपी पोषण धनकर ने बच्ची को चाकलेट का लालच देकर अपने घर ले गया व दुष्कर्म किया। शाम को घटना की जानकारी बच्ची ने अपने माता पिता को दी।

**चाइल्डलाईन से संपर्क** :- न्यूज पेपर से घटना की जानकारी मिली फिर सुबह मोबाईल में फोन आया आंगन बाड़ी कार्यकर्ता ने घटना की जानकारी दी।

**चाइल्डलाईन द्वारा हस्तक्षेप एवं मदद** :-सर्व प्रथम बच्ची व परिवार के पास पहुंचकर घटना की जानकारी ली गई। टीम मेंबर्स द्वारा परिवार से पूछा गया कि आरोपी के खिलाफ एफआईआर करवाये है कि नहीं, जिसपर उन्होंने कहा कि बहुत ज्यादा बदनामी होगी करके कुछ नहीं बोल रहे थे। चाइल्डलाईन की ओर से एफआईआर करवाया गया।

**हस्तक्षेप का परिणाम** :- आरोपी को पुलिस द्वारा गिरफ्तार कर लिया गया है। व बच्ची का मेडिकल करवाया गया। तथा बच्ची अभी परिवार के साथ स्वस्थ है। बच्ची का फालोअप लिया जा रहा है।

### **रितेश साहू व जया साहू**

**बच्चे की पृष्ठभूमि**:- बच्चों का नाम रितेश साहू व जया साहू है जिनकी उम्र क्रमशः 08 व 06 साल है। यह दोनो गुम बच्चे है। जो अपने दादा दादी के साथ बालोद में रहते हैं।

**कष्ट की स्थिति/घटना/हालात** :- दोनो गुमशुदा बच्चे हैं जो कि अपने परिवार के बारे में कुछ जानकारी नहीं दे रहे है।

**चाइल्डलाईन से संपर्क** :- राजहरा थाने से 1098 पर फोन से सूचना मिली।

**चाइल्डलाईन द्वारा हस्तक्षेप एवं मदद** :- सर्व प्रथम बच्चो से मिलकर परिवार की जानकारी ली गई। फिर बच्चो के द्वारा आसपास के गांवों का नाम बताया गया। दूसरे दिन बालोद थाने से जानकारी ली गई कि कोई बच्चे गुम है क्या। बच्चे अपने दादा दादी के पास नहीं रहना चाहते थे। संबलपुर से बच्चे की मां को बुलाया गया। बच्चो को कोलाब में रखा गया।

**हस्तक्षेप का परिणाम** :- बच्चों को सीडब्ल्यूसी प्रस्तुत करवाकर माता पिता को बच्चों को सौंपा गया। बच्चो का फालोअप लिया जा रहा है, बच्चे अपने परिवार के साथ खुश है।

### **रवि कुमार वर्मा**

**बच्चे की पृष्ठभूमि:-** बच्चे का नाम रवि कुमार वर्मा उम्र 08 वर्ष है। जिसके पिता का नाम गुलाब वर्मा है तथा वह एक ढाबे में रहता था।

**कष्ट की स्थिति/घटना/हालात :-** बच्चे को एक ट्रक वाले ने ढाबे से लाया था वह ढाबे में काम करता था ट्रक वाले द्वारा बच्चे को लालच दिया गया कि वह उसे अच्छे से रखेगा व नये कपडे देगा। व उसे लाकर जामुल में छोड़कर चला गया।

**चाइल्डलाईन से संपर्क :-** चाइल्डलाईन टीम मेंबर को जामुल थाने से फोन पर सूचना मिली कि यहां पर एक बच्चा है आप लोग इसकी मदद करे।

**चाइल्डलाईन द्वारा मदद :** सर्वप्रथम बच्चे को अपने सुपूदगी में लिया गया। कुछ दिन बच्चों को कोलाब में रखा गया परिवार की जानकारी ली गई वह परिवार की जानकारी नही दे पाया। बच्चे को सी डब्ल्यूसी प्रस्तुत किया गया।

**कार्य का परिणाम :-** बच्चा अभी बालगृह दुर्ग पर है उसका स्कूल में एडमिशन करवाया गया है वह स्कूल जा रहा है वह बालगृह पे ठीक है और उसके परिवार का पता चाइल्ड के द्वारा किया जा रही है।

## **वंदना निषाद**

**बच्चे की पृष्ठभूमि:-** बालिका वंदना निषाद उम्र 11 वर्ष ग्राम करंजा भिलाई जिला दुर्ग, छत्तीसगढ में अपने माता पिता एवं एक भई के साथ निवासरत थी। माता-पिता रोजी मजदूरी का कार्य करते हैं।

**कष्ट की स्थिति/घटना/हालात :-** बालिका से प्राप्त जानकारी अनुसार वह प्रतिदिन स्कूल जाया करती थी जहाँ पर आरोपी उससे छेडछाड किया करता था। बालिका किसी को बता नहीं पाती थी। एक दिन बालिका जब ग्राम में खेल रही थी तब आरोपी ने बालिका का हाथ पकडकर खींचा। विरोध करने पर आरोपी ने बालिका के साथ मारपीट भी की। फिर बालिका ने मदद की दृष्टि से चिल्लाई जिससे आरोपी डर कर भाग खडा हुआ। बालिका ने घर जाकर घटना की जानकारी अपने माता-पिता को दी।

**चाइल्डलाईन से संपर्क :-** टीम मेंबर श्री ललित सिंह को अखबार से घटना की जानकारी हुई। तुरंत टीम मेंबर द्वारा जेवरा सिरसा थाना में जाकर घटना की पूरी जानकारी ली गई और थाना में जानकारी पूटी गई कि इस केस में आरोपी के विरुद्ध कौन-कौन सी धारा लगाई गई है। ज्ञात हुआ कि कि उक्त केस में आरोपी पर जे.जे.एक्ट एवं पाक्सो अंतर्गत कोई धारा नहीं लगाई गई

थी जिसे टीम मेंबर ने तुरंत थाना प्रभारी को इस संबन्ध में जानकारी प्रदान करते हुये उक्त धाराओं को जुडवानन का आग्रह किया। थाना प्रभारी द्वारा मामले की गंभीरता को देखते हुये पाक्सो के अंतर्गत धारा को जोडा गया।

**चाइल्डलाईन द्वारा मदद** :- सर्वप्रथम बालिका के पास पहुँचकर टीम मेंबर द्वारा बालिका सक बातचीत करने की कोशिश की गई परंतु बालिका बहुत डरी और सहमी हुई थी। वह ठीक से बात नहीं कर पा रही थी। टीम मेंबर ने परिवारजनों से भी बात की और उन्हें ढाढस बंधाया एवं यथोचित मदद प्रदान करने का आश्वासन दिया।

**हस्तक्षेप का परिणाम** :- वर्तमान में आरोपी जेल में है और केस अभी अदालत में जारी है। बच्ची अब स्वस्थ एवं ठीक हालत में है।

## **शिवनंदिनी**

**बच्चे की पृष्ठभूमि**:- बालिका शिवनंदिनी शुक्ला उम्र 16 वर्ष

**कष्ट की स्थिति/घटना/हालात** :- बालिका से प्राप्त जानकारी अनुसार वह प्रतिदिन स्कूल जाया करती थी जहाँ पर आरोपी उससे छेडछाड किया करता था। बालिका किसी को बता नहीं पाती थी। एक दिन बालिका जब ग्राम में खेल रही थी तब आरोपी ने बालिका का हाथ पकडकर खींचा। विरोध करने पर आरोपी ने बालिका के साथ मारपीट भी की। फिर बालिका ने मदद की दृष्टि से चिल्लाई जिससे आरोपी डर कर भाग खडा हुआ। बालिका ने घर जाकर घटना की जानकारी अपने माता-पिता को दी।

**चाइल्डलाईन से संपर्क** :- टीम मेंबर श्री ललित सिंह को अखबार से घटना की जानकारी हुई। तुरंत टीम मेंबर द्वारा जेवरा सिरसा थाना में जाकर घटन की पूरी जानकारी ली गई और थाना में जानकारी पूटी गई कि इस केस में आरोपी के विरुद्ध कौन-कौन सी धारा लगाई गई है। ज्ञात हुआ कि उक्त केस में आरोपी पर जे.जे.एक्ट एवं पाक्सो अंतर्गत कोई धारा नहीं लगाई गई थी जिसे टीम मेंबर ने तुरंत थाना प्रभारी को इस संबन्ध में जानकारी प्रदान करते हुये उक्त धाराओं को जुडवानन का आग्रह किया। थाना प्रभारी द्वारा मामले की गंभीरता को देखते हुये पाक्सो के अंतर्गत धारा को जोडा गया।

**चाइल्डलाईन द्वारा मदद** :- सर्वप्रथम बालिका के पास पहुँचकर टीम मेंबर द्वारा बालिका सक बातचीत करने की कोशिश की गई परंतु बालिका बहुत डरी और सहमी हुई थी। वह ठीक से बात नहीं कर पा रही थी। टीम मेंबर ने

परिवारजनों से भी बात की और उन्हें ढाढस बंधाया एवं यथोचित मदद प्रदान करने का आश्वासन दिया।

**हस्तक्षेप का परिणाम** :- वर्तमान में आरोपी जेल में है और केस अभी अदालत में जारी है। बच्ची अब स्वस्थ एवं ठीक हालत में है।

**Reported by,  
Lokshakti Samajsevi Sanstha,  
Chhattisgarh**